



*Office of Strategic Information,
Research and Planning*

Host Country Impact Study Romania



**Final Report prepared by the Office of Strategic Information,
Research and Planning**

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ACKNOWLEDGEMENTS¹

Several people at Peace Corps/headquarters were instrumental in the work of the impact evaluation series. Three regional program and training advisers, Barbara Brown, Michael McCabe, and Margaret McLaughlin, shepherded the studies from initial concept to reality in their regions. Also valuable during the study period was the support and input of Romania Country Desk Officer Ryan Schreiber.

The interest and support from Peace Corps staff in the countries where the research was conducted were critical in the endeavor. Our sincere appreciation is extended to Country Director Ken Goodson and the staff at post, particularly Program Manager Oana Boingeanu for the Community Economic Development Project, Program Manager Daniela Duca for the Environmental Education and Outreach Project, Program Manager Catalina Gherman for the Institutional Development Project, and programming and training officers Annaliese Limb and Betsy Vegso.

The success of this study is ultimately due to the work of Senior Researcher Alexandru Săvulescu who skillfully encouraged the partners² of Peace Corps Volunteers to share their experiences and perspectives.

¹ Although these studies were a team effort by all members of the OSIRP staff, we would like to recognize Cathy Lawlis for her role as the study lead as well as the significant support provided by Susan Jenkins.

² Partners include any individuals who may have lived or worked with a Peace Corps Volunteer.

ACRONYMS AND DEFINITIONS

Acronyms

CED	Community Economic Development Project
ENV	Environmental Education and Outreach Project
HCN	Host Country National
ID	Institutional Development Project
NGO	Non-Governmental Organization
OSIRP	Office of Strategic Information, Research and Planning
PC/R	Peace Corps/Romania
PCV	Peace Corps Volunteer
ToT	Training of Trainers

Definitions

Beneficiaries	Individuals who receive assistance and help from the project; the people that the project is primarily designed to advantage
Counterparts/Project partners	Individuals who work with Peace Corps Volunteers; Volunteers may work with multiple partners and counterparts during their service. Project partners also benefit from the projects, but when they are paired with Volunteers in a professional relationship or when they occupy a particular position in an organization or community (e.g., community leader), they are considered counterparts or project partners
Host family members	Families with whom a Volunteer lived during all or part of his/her training and/or service
Project stakeholders	Individuals who have a major involvement in the design, implementation or results of the project

EXECUTIVE SUMMARY

Introduction

In 2008, the Peace Corps began a series of studies to determine the impact of its Volunteers on two of the agency's three goals: building local capacity and promoting a better understanding of Americans among host country nationals (HCNs). The Peace Corps administers an annual survey that captures the perspective of currently serving Volunteers.³ While providing critical insight into the Volunteer experience, the survey can only address one side of the Peace Corps' story. The host country impact studies are unique for their focus on learning about the Peace Corps' impact directly from host country nationals who lived and worked with Volunteers.

This report presents the findings from the study conducted during the summer and fall of 2009 in Romania. The focus of the research was the Community Economic Development Project (CED), the Institutional Development Project (ID), and the Environmental Education and Outreach Project (ENV).

Purpose of the Host Country Impact Studies

Romania's Host Country Impact Study was initiated to assess the degree to which the Peace Corps is able to both meet the needs of the country in developing the capacity of non-governmental organizations (NGOs) and to promote a better understanding of Americans among host country nationals. The study also provides the Peace Corps with a better understanding of the Community Economic Development Project, the Institutional Development Project, and the Environmental Education and Outreach Project, and to identify areas for improvement.

The impact study documents the HCN perspective on the impact of Peace Corps Volunteers (PCVs) on skills transfer to and capacity building of host country counterparts and community members and on changes in host country nationals' understanding of Americans.

The major research questions addressed in the study are:

- Did skills transfer and capacity building occur?
- What skills were transferred to organizations/communities and individuals as a result of Volunteers' work?
- Were the skills and capacities sustained past the end of the project?
- How satisfied were HCNs with the project work?
- What did HCNs learn about Americans?
- Did HCNs report that their opinions of Americans had changed after interacting with the Peace Corps and Peace Corps Volunteers?

³Peace Corps surveyed Volunteers periodically from 1973 to 2002 when a biennial survey was instituted. The survey became an annual survey in 2009 to meet agency reporting requirements.

Evaluation Methodology

This study is based on data provided by counterparts, beneficiaries, and stake-holders of the Community Economic Development Project, Institutional Development Project, and Environmental Education and Outreach Project including:

- 20 Counterparts/Project partners (6 CED, 8 ID, and 6 ENV)
- 58 Beneficiaries (16 CED, 24 ID, and 18 ENV)
- 6 Host family members
- 2 ENV Project stakeholders

The overall survey reached 86 respondents in 19 communities.

Interviews were conducted from June 22 to September 9, 2009. (A full description of the methodology is found in Appendix 1. Please contact OSIRP for a copy of the interview questionnaire.)

Project Design and Purpose

The first contacts between the Government of Romania and the Peace Corps were established in 1990, with the first Peace Corps Volunteers arriving in Romania in 1991. The Governments of Romania and the United States signed a formal country agreement in 1992. The goal of the CED project is to support Romanian communities in their economic development efforts and to offer technical assistance to non-profit organizations, local administrative offices, educational institutions, and individuals. The goals of the ID Project are to strengthen the organizational capacities of institutions serving marginalized populations and to support inter- and intra-sectoral collaborative projects that contribute to local development. The goal of the ENV Project is to support Romania's capacity to address environmental issues through greater environmental knowledge, increased youth engagement, and stronger environmental organizations.

Evaluation Findings

The evaluation findings indicate variations in the successful implementation of the CED, ID, and ENV Projects by Peace Corps/Romania (PC/R). While the report provides a detailed description of all the study questions, the key findings are:

Goal 1 Findings

Organizational capacity improved

- Across the three projects, 11 of the 21 outcome areas were rated as improved by more than half of the respondents

EXECUTIVE SUMMARY

- Among the spontaneously mentioned outcomes, the most frequently mentioned were improved business practices (individual-level and organizational-level) and the introduction or expansion of products/programs/productivity

Capacity building was sustained

- 63% of community projects were sustained to a large extent
- 74% of counterparts said they used the skills gained through the projects at least weekly in their professional lives and 73% of counterparts and beneficiaries said they use the skills at least weekly in their personal lives

Satisfaction with Peace Corps work

- 71% of respondents were very satisfied with the Peace Corps' work

Factors contributing to project success

- 89% of respondents said the hands-on work of the Volunteers contributed to project success

Barriers to project success

- 35% of respondents said a lack of skilled people was a barrier to project sustainability
- 31% of respondents cited a lack of funding as a barrier to project sustainability

Goal 2 Findings

HCNs developed more positive opinions of Americans

- 60% of beneficiaries, 70% of counterparts, and 33% of host family members reported more positive opinions of Americans after interacting with Volunteers
- 5 of the 6 host family members reported that, by the end of the hosting period, their relationship with the Volunteer was like that with a family member

CHAPTER 1: INTRODUCTION

Background

The Peace Corps traces its roots and mission to 1960, when then-Senator John F. Kennedy challenged students at the University of Michigan to serve their country in the cause of peace by living and working in developing countries. From that inspiration grew an agency of the federal government devoted to world peace and friendship.

By the end of 1961, Peace Corps Volunteers were serving in seven countries. Since then, more than 200,000 men and women have served in 139 countries. Peace Corps activities cover issues ranging from AIDS education to information technology and environmental preservation. Peace Corps Volunteers continue to help countless individuals who want to build a better life for themselves, their children, and their communities.

In carrying out the agency's three core goals, Peace Corps Volunteers make a difference by building local capacity and promoting a better understanding of Americans among host country nationals. A major contribution of Peace Corps Volunteers, who live in the communities where they work, stems from their ability to deliver technical interventions directly to beneficiaries living in rural or urban areas that lack sufficient local capacity. Also, Volunteers operate from a development principle that promotes sustainable projects and strategies.

The interdependence of Goal 1 and Goal 2 is central to the Peace Corps experience, as HCNs develop relationships with Volunteers who communicate in the local language, share everyday experiences, and work collaboratively.

The Peace Corps conducts an annual survey of currently serving Volunteers⁴; however, it tells only one side of the Peace Corps' story. In 2008, the Peace Corps began a series of studies to determine the impact of its Volunteers. The studies are unique for their focus on learning about the Peace Corps' impact directly from the host country nationals who lived and worked with Volunteers.

Peace Corps' Core Goals

Goal 1- To help the people of interested countries in meeting their need for trained men and women.

Goal 2- To help promote a better understanding of Americans on the part of the peoples served.

Goal 3- To help promote a better understanding of other people on the part of Americans.

⁴Peace Corps surveyed Volunteers periodically from 1973 to 2002 when a biennial survey was instituted. The survey became an annual survey in 2009 to meet agency reporting requirements.

History of the Peace Corps/Romania Community Economic Development, Institutional Development, and Environmental Education and Outreach Projects

The first contact between the Government of Romania and the Peace Corps was established in 1990, with the first Peace Corps Volunteers arriving in Romania in 1991. The Governments of Romania and the United States signed a formal country agreement in 1992. The goal of the CED project is to support Romanian communities in their economic development efforts and to offer technical assistance to non-profit organizations, local administrative offices, educational institutions, and individuals. The goals of the ID Project are to strengthen the organizational capacities of institutions serving marginalized populations and to support inter- and intra-sectoral collaborative projects that contribute to local development. The goal of the ENV Project is to support Romania's capacity to address environmental issues through greater environmental knowledge, increased engagement of youth, and stronger environmental organizations.

Purpose of the Host Country Impact Studies

This report presents the findings from the impact evaluation conducted in Romania during the summer and fall of 2009. The projects studied were the Community Economic Development Project (CED), the Environmental Education and Outreach Project (ENV), and the Institutional Development Project (ID).

The impact study documents the HCN perspective on the impact of Peace Corps Volunteers on skills transfer to and capacity building of host country counterparts and community members and on changes in host country nationals' understanding of Americans.

The major research questions addressed in the study are:

- Did skills transfer and capacity building occur?
- What skills were transferred to organizations/communities and individuals as a result of Volunteers' work?
- Were the skills and capacities sustained past the end of the project?
- How satisfied were HCNs with the project work?
- What did HCNs learn about Americans?
- Did HCNs report that their opinions of Americans had changed after interacting with the Peace Corps and Peace Corps Volunteers?

The information gathered through this research will help the Peace Corps answer questions about the degree to which the agency is able—across posts, sectors, and sites—to meet the needs of host countries for trained men and women and to promote a better understanding of Americans among HCNs. This information complements the information provided by Peace Corps Volunteers in their Project Status Reports and the Annual Volunteer Survey.

Evaluation Methodology

In 2008, the Peace Corps' Office of Strategic Information, Research and Planning (OSIRP) initiated a series of evaluation studies in response to a mandate from the Office of Management and Budget. OMB was interested in seeing the agency conduct evaluations of the impact of its Volunteers in achieving Goal 2. Three countries were selected to pilot a methodology that would examine the impact of the technical work of Volunteers, and their corollary work of promoting a better understanding of Americans among the people with whom they served. In collaboration with the Peace Corps' country director at each post, OSIRP piloted a methodology to collect information *directly from host country nationals* about skills transfer and capacity building, as well as changes in their understanding of Americans.

The research was designed by OSIRP social scientists and implemented in-country by a senior researcher under contract with the local Peace Corps post and with technical direction from the OSIRP team. A web-based database was used to manage the questionnaire data and subsequent analysis.

In Romania, the senior researcher conducted interviews in 19 communities where Volunteers worked. Two hundred eighty-three Volunteer placements between 2004 and 2009 were identified for possible participation in this study. A representative sample rather than a random sample was drawn from the list of Volunteer assignments since 2004. Romanian Senior Researcher Alexandru Săvulescu conducted semi-structured interviews with Romanians who had lived and/or worked with Peace Corps Volunteers. (The interview schedule is available upon request from OSIRP)

The overall survey reached 86 respondents in 19 communities. Sites were selected to be as representative of Romania as possible, including geographic, ethnic, and socio-economic diversity.

Interviews were conducted from June 22 to September 9, 2009 with four groups of Romanian nationals:

- **Project partners/counterparts:** School directors and teachers, community leaders, and members of environmental organizations (20)
- **Project beneficiaries:** NGO employees, school directors and teachers, civil servants, community leaders and members, members of youth groups, farmers, and members of environmental organizations (58)
- **Host family members:** families that hosted or served as landlords to Volunteers during all or part of their service (6)
- **Project Stakeholders:** Staff or administrators of national/ governmental agencies (2)

CHAPTER 1: INTRODUCTION

Interviewers recorded the respondents' comments, coded the answers, and entered the data into a web-based database maintained by OSIRP. The data were analyzed by OSIRP researchers and the senior researcher.

Table 1: Number and Type of Host Country Nationals Interviewed: Romania

Interview Type	Number of People	Number of Sites
Counterparts	20	19
Beneficiaries	58	19
Host Family Members	6	6
Stakeholders	2	-
Total	86	-

How Will the Information be Used?

The information gathered will inform Peace Corps staff at post and headquarters about host country nationals' perceptions of the community projects and the Volunteers. In conjunction with Volunteer feedback from the yearly Volunteer Survey and the Close-of-Service Surveys, this information will allow the Peace Corps to better understand its impact and address areas for improvement. For example, the information may be useful for Volunteer training and outreach to host families and project partners.

This information is also needed to provide performance information to the United States Office of Management and Budget and the United States Congress. As part of the Peace Corps Improvement Plan, drafted in response to its 2005 Program Assessment Rating Tool review, the Peace Corps proposed the creation of "baselines to measure results including survey data in countries with Peace Corps presence to measure the promotion of a better understanding of Americans on the part of the peoples served."⁵ Feedback from the original pilots was used to revise the methodology rolled out to nine posts each in Fiscal Year 2009 and 2010, for a total of 18 posts across Peace Corps' three geographic regions: Africa; Inter-America and the Pacific; and Europe, Mediterranean and Asia. Taken together, these studies contribute to Peace Corps' ability to document the degree to which the agency is able to both meet the needs of host countries for trained men and women and to promote a better understanding of Americans among the peoples served.

⁵ Downloaded from : <http://www.whitehouse.gov/omb/expectmore/summary/10004615.2005.html> 9-10-08

CHAPTER 2: PROJECT DESIGN AND PURPOSE

Sector Overview⁶

This study evaluated the Peace Corps' Community Economic Development Project, Institutional Development Project, and Environmental Education and Outreach Project.

Community Economic Development

The CED Project was designed to support Romanian communities in their economic development efforts and to offer technical assistance to non-profit organizations, local administrative offices, educational institutions, and individuals. The purpose was to support Romania's market economy practice, improve their living conditions, and increase their ability to participate successfully in the global economy.

Romania joined the EU on January 1, 2007 which resulted in an increased CED Project focus on the following strategic goals: (1) increasing economic competitiveness and developing the knowledge-based economy, (2) human resources development, (3) promoting employment and social inclusion and strengthening administrative capacity, (4) development of the rural economy and reduction of the development disparities between the regions.

Volunteers transfer the knowledge and skills of management, planning, and practice, and conduct consulting, teaching, and training activities. They also worked with local organizations to increase their access to resources and support. In urban communities Volunteers work to help partners address issues of high unemployment and poverty rates, and promote initiatives that generate income and lead to economic growth (CED Goal 1). In rural communities Volunteers work to help partners increase their economic dynamics, as well as to enhance the social dynamics and the quality of life (CED Goal 2).

Institutional Development

The ID Project was initiated to support Romania's decentralization and upgrading of social services. Institutional Development Volunteers assist in the development of Romanian institutions by strengthening their internal capacities and their potential for participating in sustainable collaborations with other sectors. Institutional Development PCVs train their Romanian counterparts in organizational development, fundraising, project management, and project evaluation. Volunteers work with their counterparts to design and implement income generation projects while attracting local businesses to develop collaborations with NGOs. They

⁶ The Sector Overview is based on the *Environmental Education and Outreach Project Plan 403-EN-01* February 2008, the *Community Economic Development Draft Project August 2007*, and the *Peace Corps Romania Institutional Development Project Plan August 2004*.

CHAPTER 2: PROJECT DESIGN AND PURPOSE

work with the local media, recruit volunteers from the community, introduce and improve access to technology, and help develop local networks of services. They have also provided long- and short-term assistance to institutions in the public, private, and non-governmental sectors. Institutional Development PCVs act as local liaisons among the key local development stakeholders. The goals of this project are to strengthen organizational capacities of institutions serving marginalized populations (ID Goal 1) and to support inter-sectoral and intra-sectoral collaborative projects that contribute to local development (ID Goal 2).

Environmental Education and Outreach

Prior to 1989, the Romanian economy focused on heavy and energy-intensive industry. The environment suffered from the depletion of domestic natural resources, energy shortages, and subsequently a heavy dependence on imports of energy and raw materials due to the rapid, but unregulated industrialization process. This produced negative consequences for natural habitats and human health.

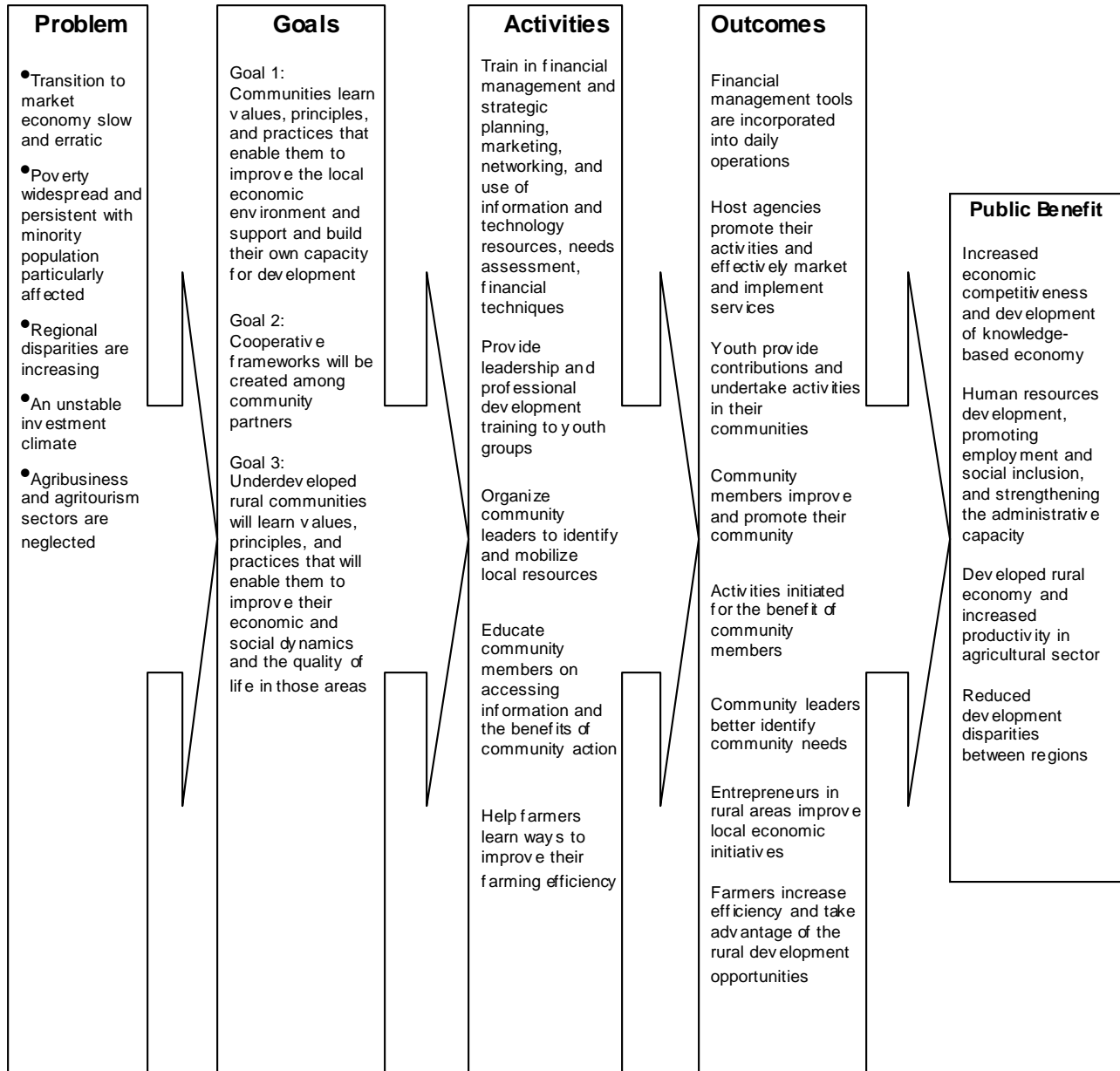
The ENV Project arose as an offshoot of the Health, Social and Youth NGO Development Project and was a direct response to a request from Romanian non-governmental environmental organizations. Volunteer placements include local governments, local schools and universities, the National Parks Management Authorities, and the Environmental Protection Agencies, in addition to NGOs.

Most of the environmental NGOs active in Romania work in very complex and unfriendly environments, and, in many cases, survive only based upon the commitment of volunteers, who dedicate their spare time to nature and environmental protection. The Peace Corps' ENV Project also responds to the challenges and opportunities generated by the EU membership status. The focus of the current project is to increase Romania's capacity to address environmental issues through increased knowledge, increased engagement of youth and stronger environmental organizations. The project goals are for Romanian youth to begin to take on environmental leadership roles (ENV Goal 1) and to support environmental and community organizations by increasing their outreach capacity and their capacity to address existing environmental issues and to mitigate future environmental degradation (ENV Goal 2).

A model of the theory of change underlying each project approach is presented in Figures 1-3.

CHAPTER 2: PROJECT DESIGN AND PURPOSE

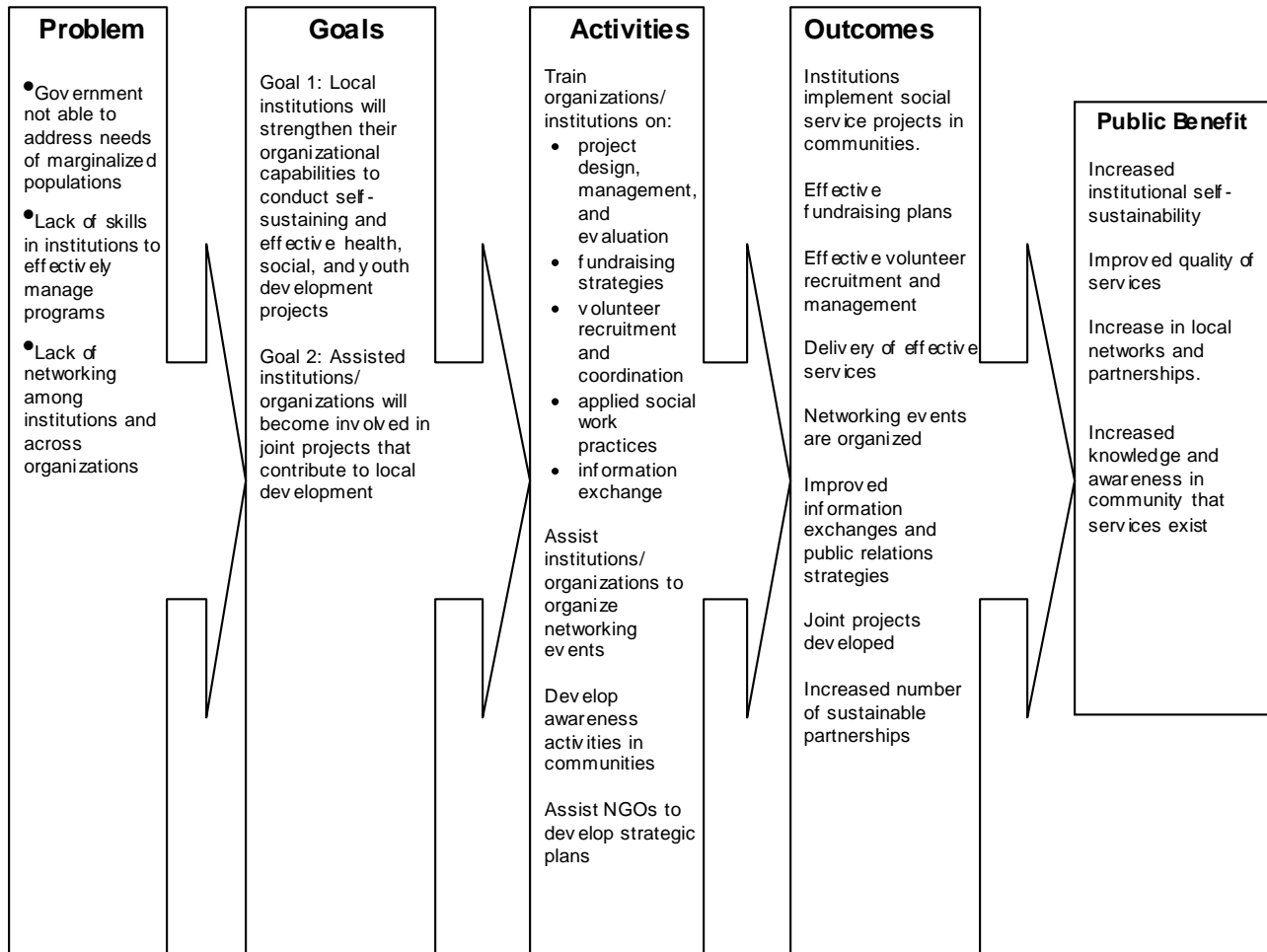
Figure 1: Overview of the Theory of Change for the Community Economic Development Project: Romania



This figure was compiled from information in Peace Corps/Romania's Community Economic Development Project Plan revised in August 2007 and the Community Economic Development – Project Plan Framework and Indicators September 2008 – September 2010.

CHAPTER 2: PROJECT DESIGN AND PURPOSE

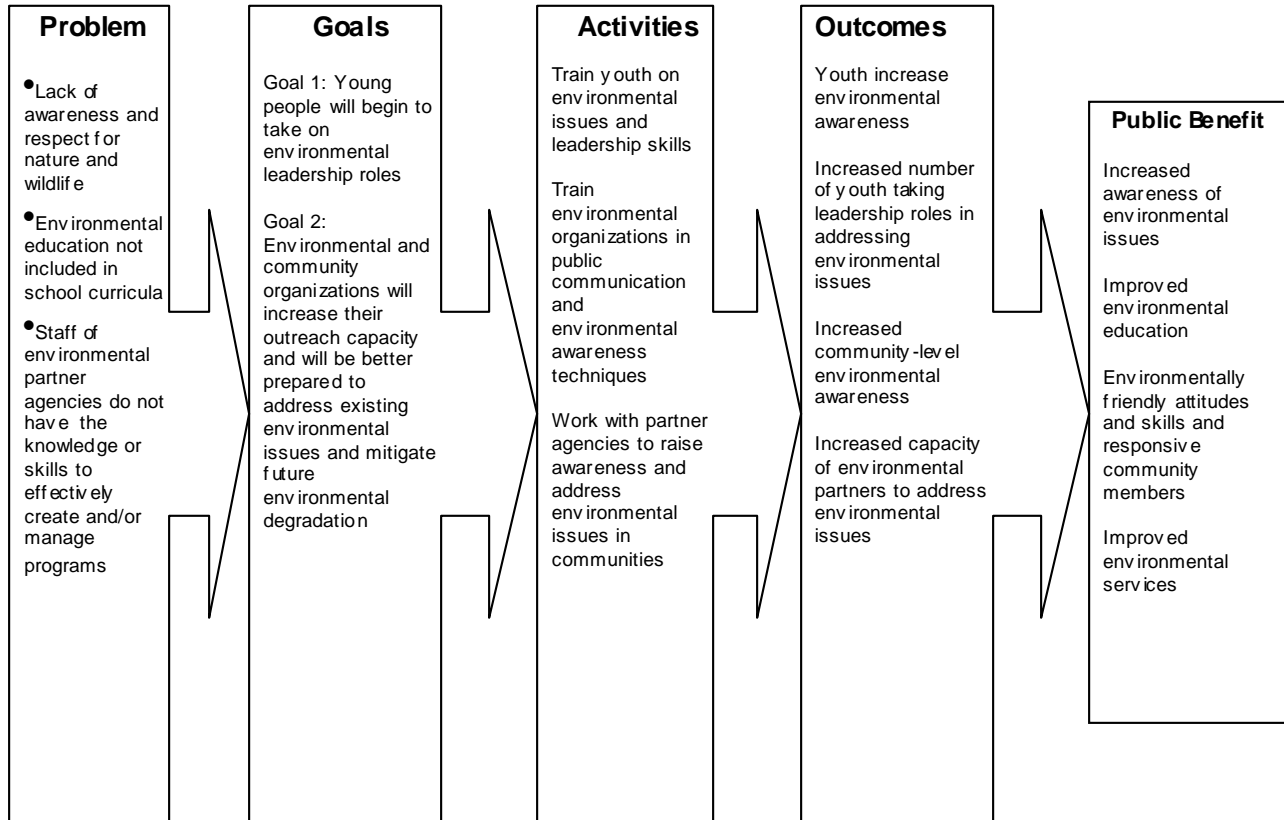
Figure 2: Overview of the Theory of Change for the Institutional Development Project: Romania



This figure was compiled from information in Peace Corps/Romania's *Institutional Development Project Plan*. Revised August 2004 and *Institutional Development Project Plan August 2004 – December 2010*.

CHAPTER 2: PROJECT DESIGN AND PURPOSE

Figure 3: Overview of the Theory of Change for the Environmental Education and Outreach Project: Romania



This figure was compiled from information in Peace Corps/Romania's *Environmental Education & Outreach Project Plan*. Revised February 2008.

CHAPTER 3: GOAL ONE FINDINGS

Performance under the Peace Corps' first goal was examined in two ways, by measuring:

1. The extent to which HCNs observed community changes and personal changes and reported gaining new technical skills and the capacity for maintaining the changes once the community project ended.
2. HCNs' satisfaction with the work of the community project and the extent to which their needs had been met.

The community-level changes observed by the project partners are presented first, followed by the individual changes respondents reported. As the specific goals and activities for the Community Economic Development Project, the Institutional Development Project and the Environmental Education and Outreach Project varied, the data are presented separately for each project, where possible. In addition, where the data are separated by project, or the sample is very small, counts rather than percentages are reported.

Did Peace Corps Projects Help Project Partners Meet Skill and Capacity Building Needs?

Counterparts, beneficiaries and stakeholders were asked about project outcomes in two ways:

1. For each project outcome derived from the project plan, respondents were asked if changes had occurred, whether the organization's needs had been met, and, where applicable, whether the change had been maintained after the Volunteer departed.
2. Respondents were also asked to generate a list of changes in the organization during the PCV's assignment. For each change listed, respondents were then asked about the size of the change, the extent to which the PCV was responsible for the change, and, where applicable, whether the change was still evident after the departure of the Volunteer.

Degree to Which the Project Plan Outcomes Were Met: Organizational Level

Through the process of developing the project theory of change for each project (Figures 1-3) a list of project outcomes was created. Respondents were asked about the extent to which they saw changes in their communities related to each outcome. The organizational-level outcomes used in this study are listed in Table 2.

CHAPTER 3: GOAL ONE FINDINGS

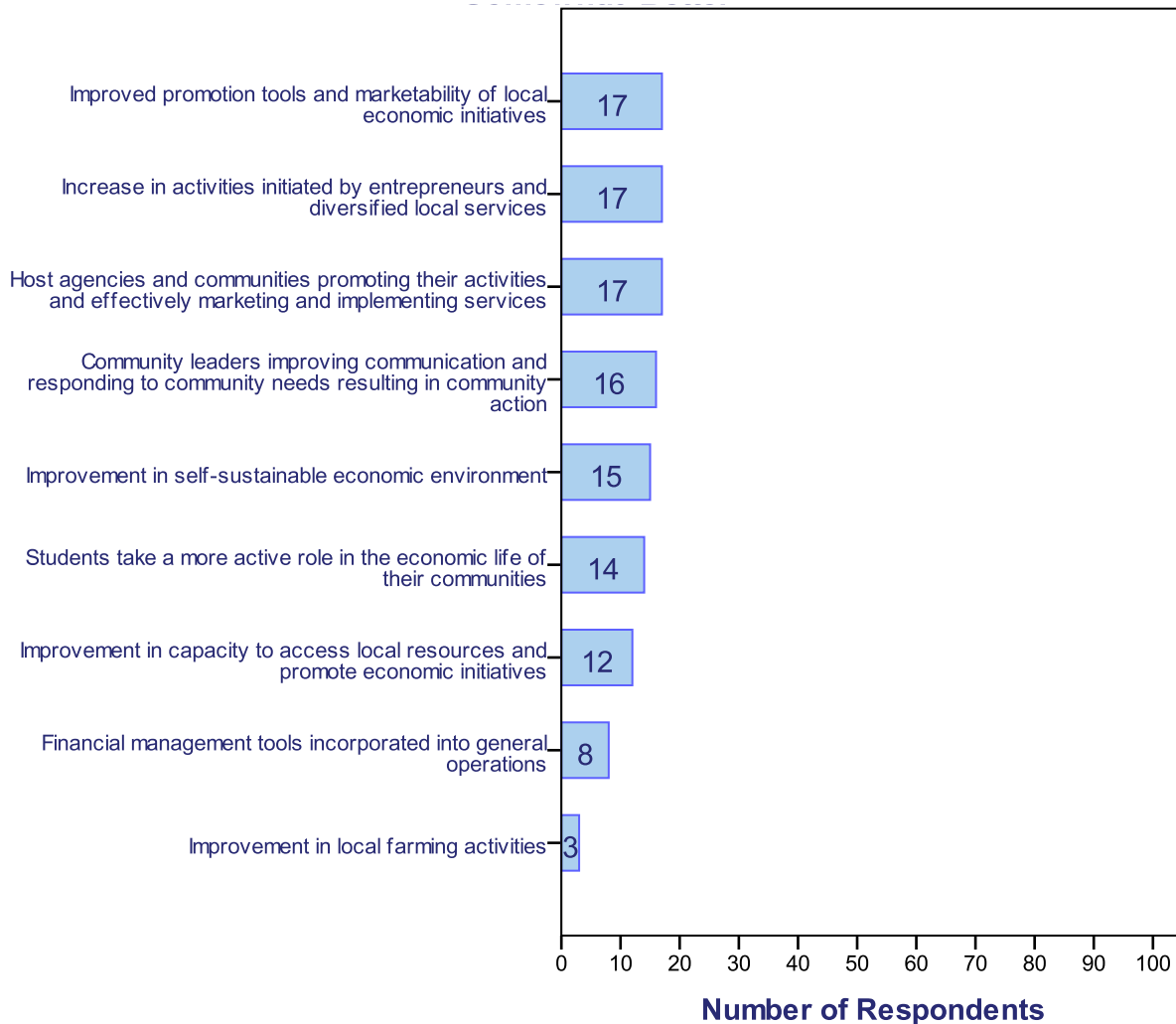
Table 2: Predefined Organizational Level Outcomes for the CED, ID, and ENV Projects: Romania

CED Project	ID Project	ENV Project
Financial management tools incorporated into general operations	Increased use of project design, management and evaluation	Increased awareness of environmental issues
Host agencies and communities promoting their activities and effectively marketing and implementing services	Increased use of fundraising	Improved environmental education
Students take a more active role in the economic life of their communities	Improved volunteer recruitment and coordination	Improved environmental attitudes and skills and responsive community members
Community leaders improving communication and responding to community needs resulting in community action	Improved social work practices	Improved environmental services
Improvement in self-sustaining economic environment	Increased use of networking	--
Increase in activities initiated by entrepreneurs and diversified local services	Increased use of information exchange	
Improvement in capacity to access local resources and promote economic initiatives	Increased use of coalitions and bi- or tri-sector joint projects	--
Improved promotion tools and marketability of local economic initiatives	Increased development of strategic plans	--
Improvement in local farming activities	--	--

CHAPTER 3: GOAL ONE FINDINGS

With regard to the CED Project, a majority of respondents said that there were improvements in seven of the nine outcome areas (Figure 4). The areas least likely to be rated as improved were financial management tools and improvements in local farming activities.

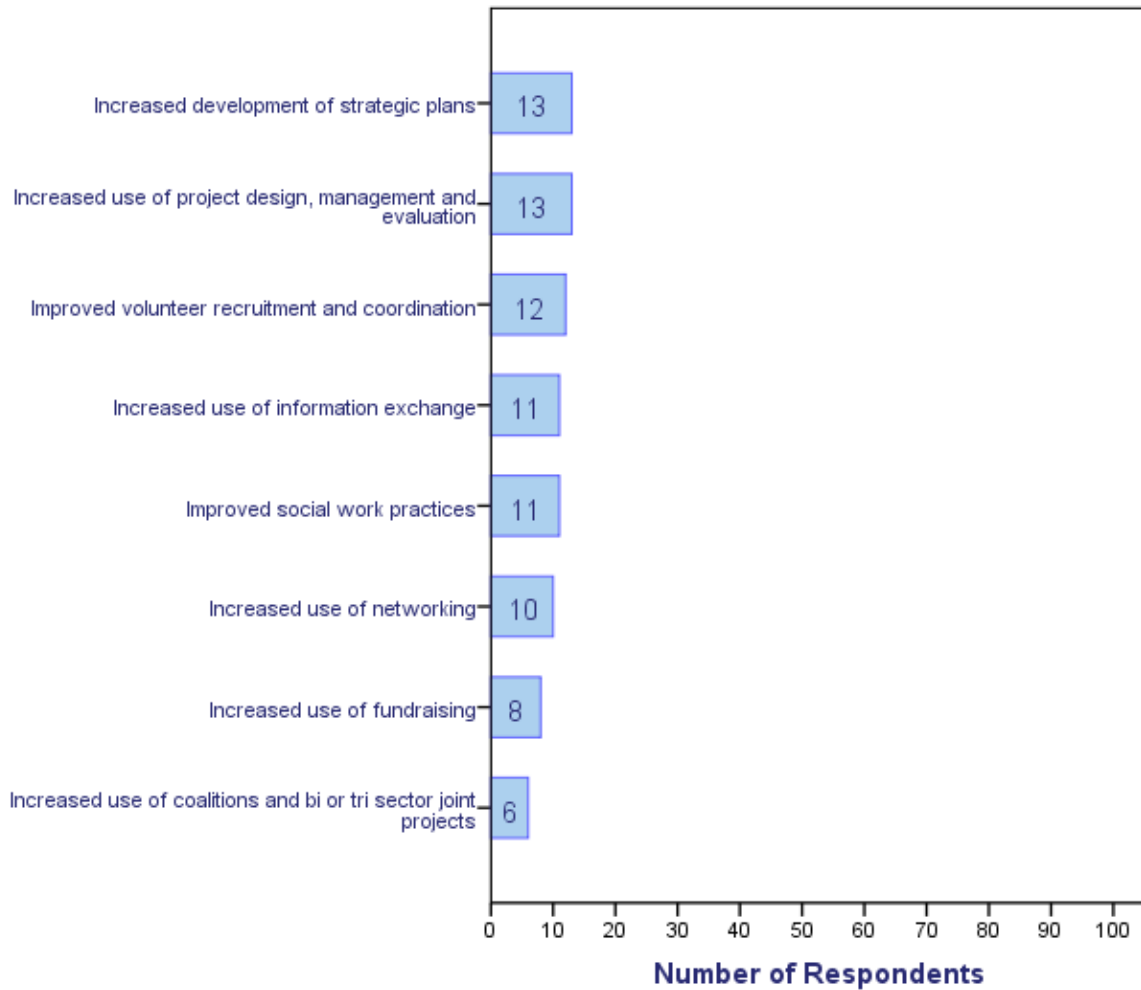
Figure 4: Number of CED Counterparts and Beneficiaries that Rated the Change as At Least Somewhat Better: Organizational Level: Romania (n=22)



CHAPTER 3: GOAL ONE FINDINGS

With regard to the ID Project, approximately a third of respondents said that there were improvements in six of the eight outcome areas (Figure 5). The areas least likely to be rated as improved were fundraising and the use of coalitions and/or multi sector projects.

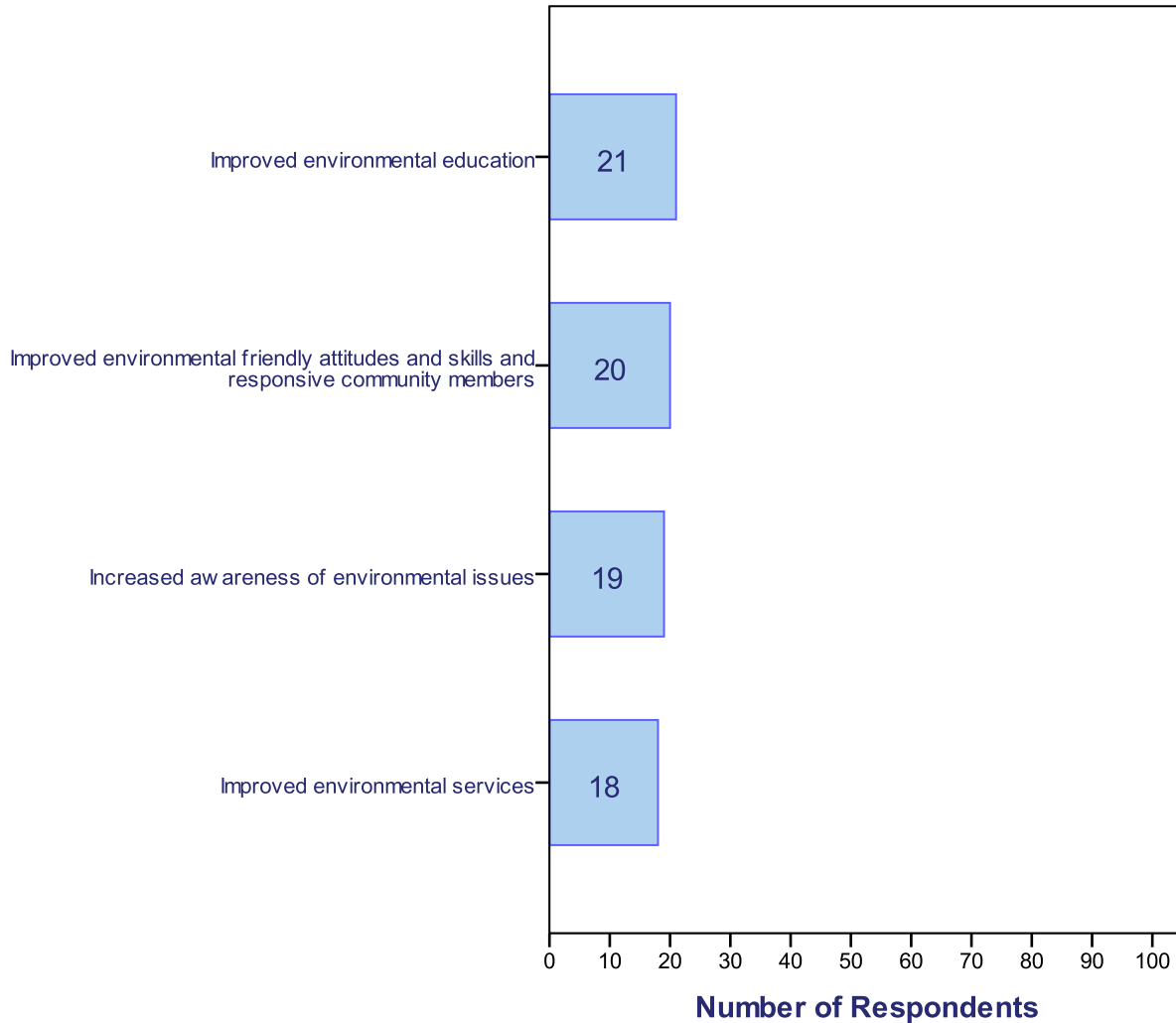
Figure 5: Number of ID Counterparts and Beneficiaries that Rated the Change as At Least Somewhat Better: Organizational Level: Romania (n=32)



CHAPTER 3: GOAL ONE FINDINGS

With regard to the ENV Project, a majority of respondents said that there were improvements in all four of the outcome areas (Figure 6).

Figure 6: Number of ENV Counterparts and Beneficiaries that Rated the Change as At Least Somewhat Better: Organizational Level: Romania (n=24)



Community Economic Development, Institutional Development and Environmental Education and Awareness Project Outcomes

In the absence of data about the organizations before the arrival of the Volunteers, counterparts and beneficiaries were asked to think back to *how they saw their organization* when the Volunteer arrived and compare that to *the current situation*. They were then asked to describe any changes they saw in the organization that they believed had occurred during that period. For each change mentioned, the counterparts and beneficiaries were asked if they viewed the change

CHAPTER 3: GOAL ONE FINDINGS

as small, medium or large, and the extent to which they attributed the change to the interaction with the Volunteer.

Counterparts and beneficiaries reported a total of 138 organizational changes.

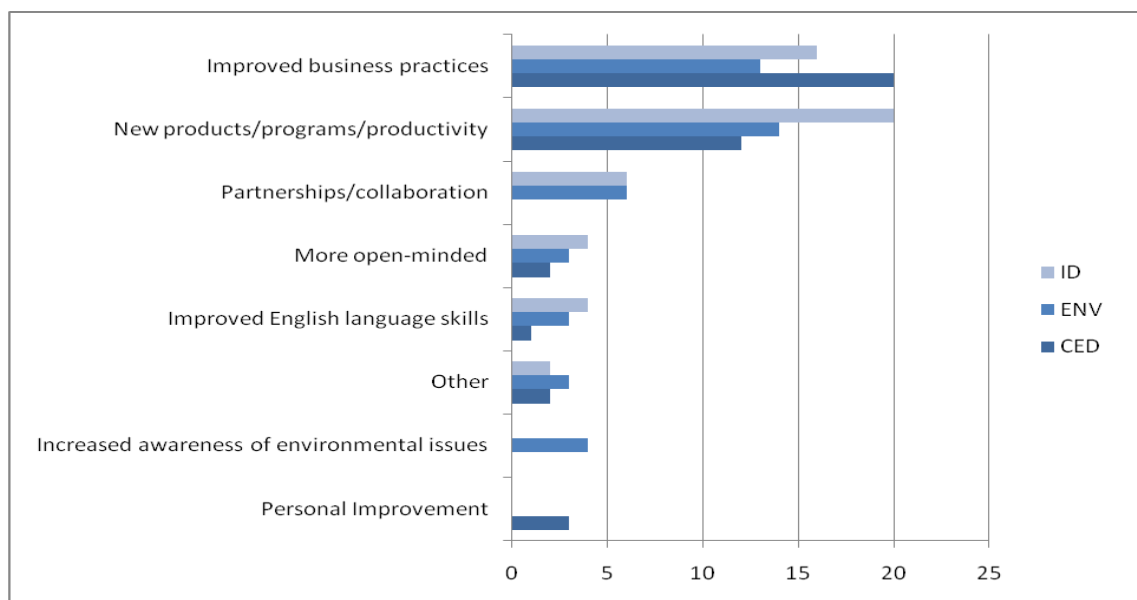
The changes were grouped into the following eight categories:

1. Personal Improvement
2. Increased awareness of environmental issues
3. Improved English language skills
4. More open-minded
5. Partnerships/collaboration
6. New products/programs/productivity
7. Improved business practices
8. Other

Across all three projects, improved business practices, such as better organization and management, new modes of financial reporting, and better strategic planning, were the most frequently, spontaneously mentioned changes (Figure 7). Of the 138 changes mentioned by counterparts and beneficiaries, 94 percent of the changes were rated as at least medium in size with 43 percent rated as large changes. Seventy-six percent of the changes were assessed as having been largely due to the Peace Corps' projects.

According to counterparts and beneficiaries, 84 percent of the changes were maintained to at least some extent after the Volunteer left the community/organization.

Figure 7: Ways Communities Changed Since the Start of the Peace Corps Project: Romania (n=138 changes)



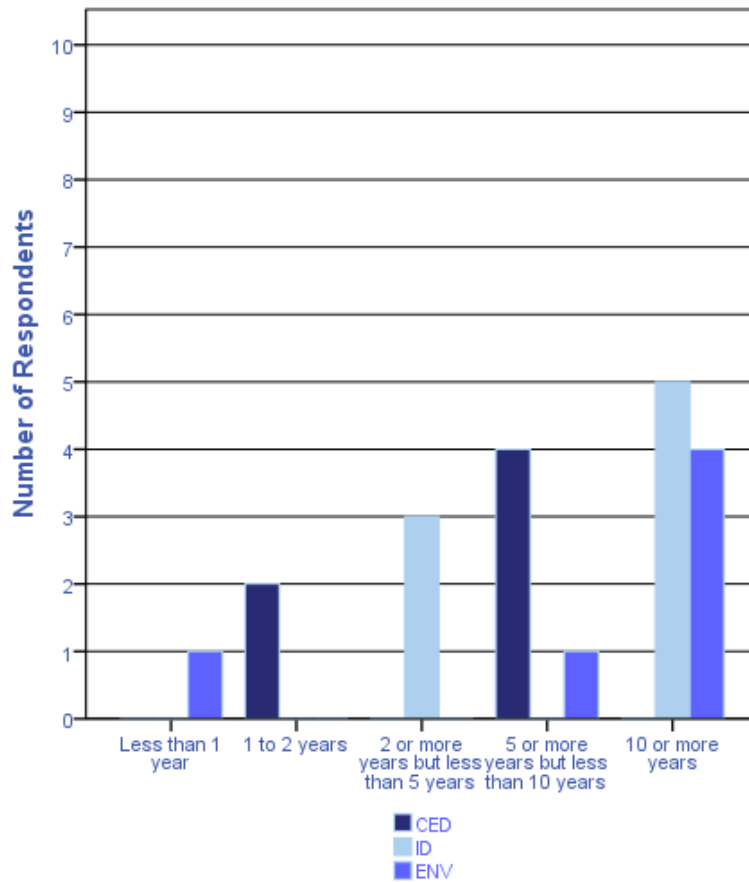
Findings on Individual Changes

In order to provide the context for the individual-level changes reported, this section starts with an overview of counterparts' prior professional experience. It continues with respondents' feedback about areas in which they changed, how those changes occurred, and the extent to which the respondents were able to maintain those changes after the departure of the Volunteer.

Prior Project-Related Experience

Community Economic Development counterparts most frequently reported having worked in the economic or environmental development field between five and ten years. Institutional Development and Environmental Education and Outreach counterparts were most likely to report having worked in those fields for more than 10 years (Figure 8).

Figure 8: Number of Years Counterparts Have Worked in the Field: Romania (n=20)



Degree to Which the Project Plan Outcomes Were Met: Individual Level

Through the process of developing the project theories of change (Figures 1– 3), a list of individual-level project outcomes was created. Respondents were asked about the extent to which they saw changes in themselves related to each outcome. The individual-level outcomes used in this study are listed in Table 3.

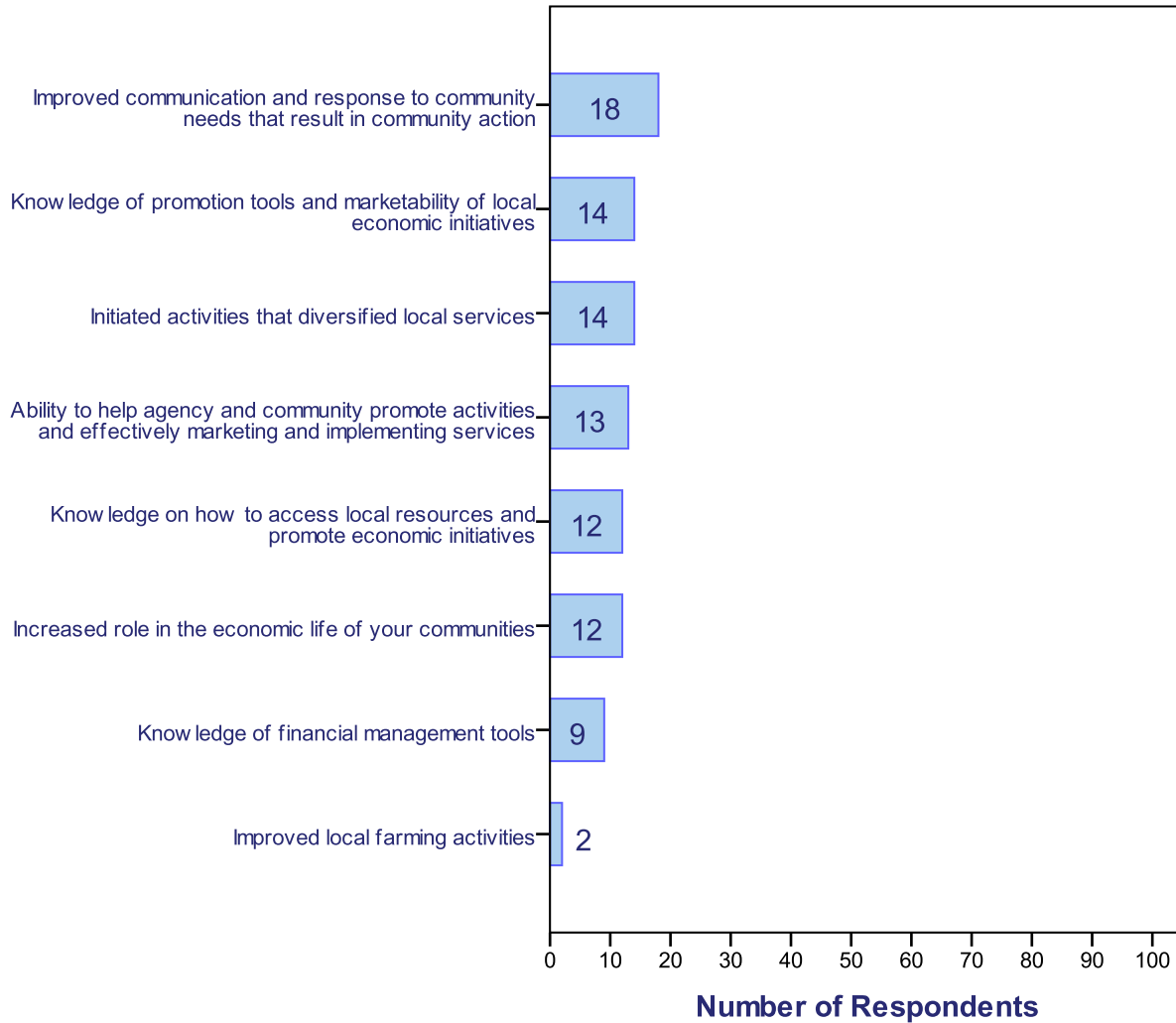
Table 3: Predefined Individual level Outcomes for the CED, ID, and ENV Projects: Romania

CED Project	ID Project	ENV Project
Knowledge of financial management tools	Increased use of project design, management, and evaluation	Increased awareness of environmental issues
Ability to help agency and community promote activities and effectively marketing and implementing services	Increased use of fundraising	Improved environmental education
Increased role in the economic life of your communities	Improved volunteer recruitment and coordination	Improved environmental friendly attitudes and skills and responsive community members
Improved communication and response to community needs that result in community action	Improved social work practices	Improved environmental services
Initiated activities that diversified local services	Increased use of networking	--
Knowledge on how to access local resources and promote economic initiatives	Increased use of information exchange	--
Knowledge of promotion tools and marketability of local economic initiatives	Increased use of coalitions and bi- or tri-sector joint projects	--
Improved local farming activities	Increased development of strategic plans	--

CHAPTER 3: GOAL ONE FINDINGS

With regard to the CED Project, a majority of respondents said that there were improvements in six of the eight individual-level outcome areas (Figure 9). The areas least likely to be rated as improved were knowledge of financial management tools and improvements in local farming activities.

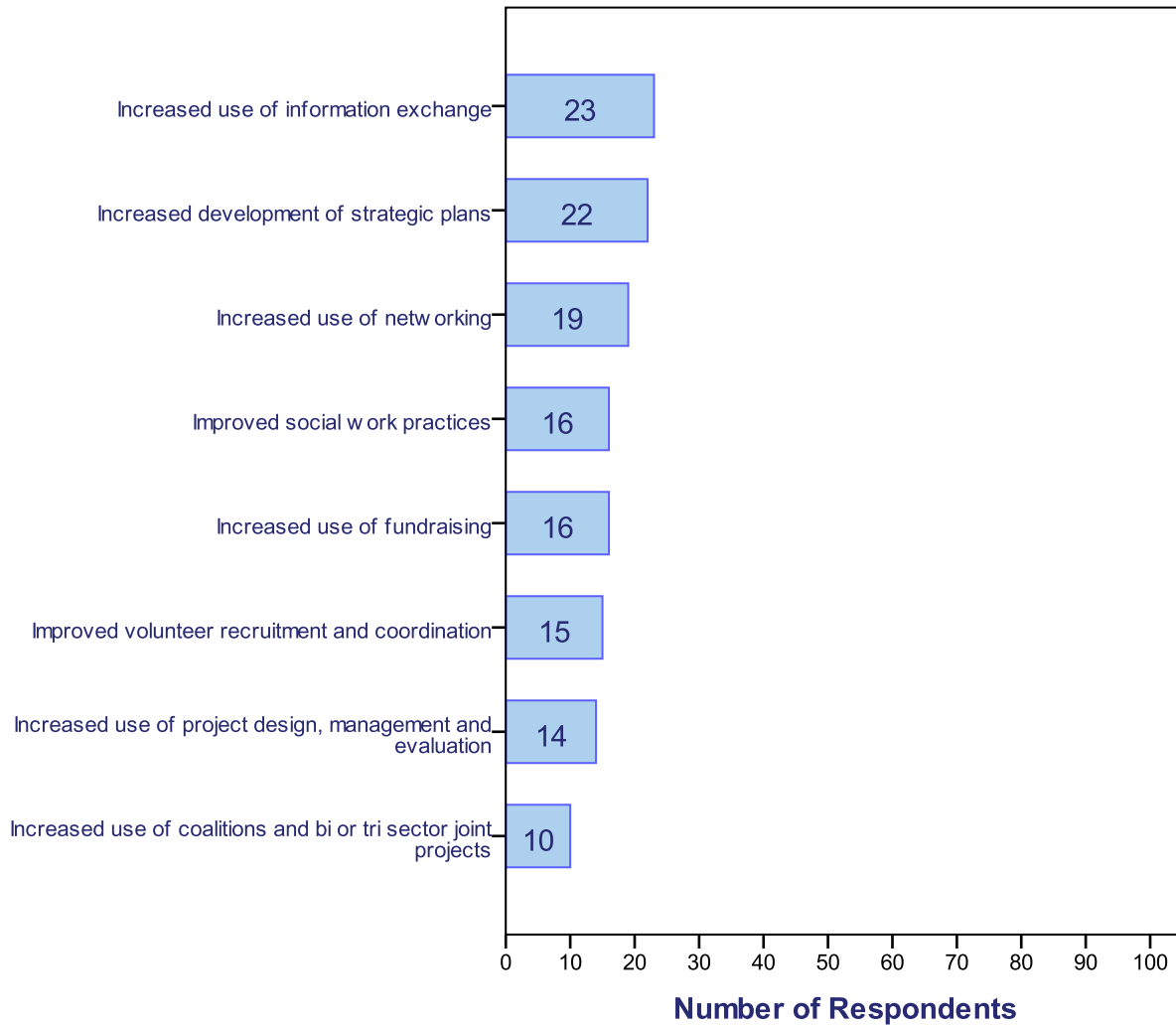
Figure 9: Number of CED Counterparts and Beneficiaries that Rated the Change as At Least Somewhat Better: Individual Level: Romania (n=22)



CHAPTER 3: GOAL ONE FINDINGS

With regard to the ID Project, a majority of respondents said that there were improvements in five of the eight individual-level outcome areas (Figure 10). The area least likely to be rated as improved was the increased use of coalitions and bi- or tri-sector joint projects⁷.

Figure 10: Number of ID Counterparts and Beneficiaries that Rated the Change as At Least Somewhat Better: Individual Level: Romania (n=32)

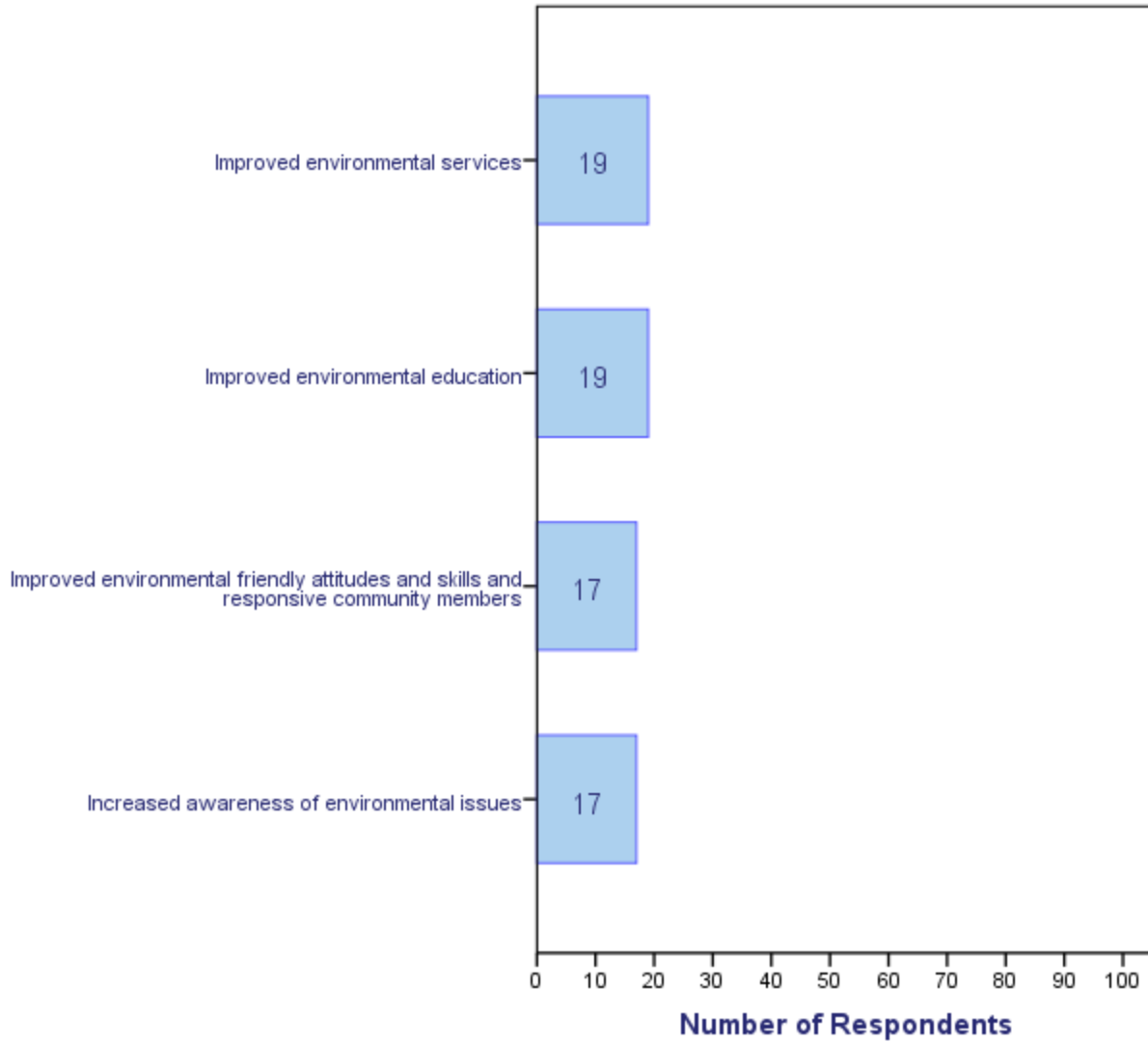


⁷ It should be noted that only one respondent indicated having received training related to the increased use of coalitions and/or bisectoral or trisectoral joint projects (Figure 16).

CHAPTER 3: GOAL ONE FINDINGS

With regard to the ENV Project, a majority of respondents said that there were improvements in all four of the individual-level outcome areas (Figure 11).

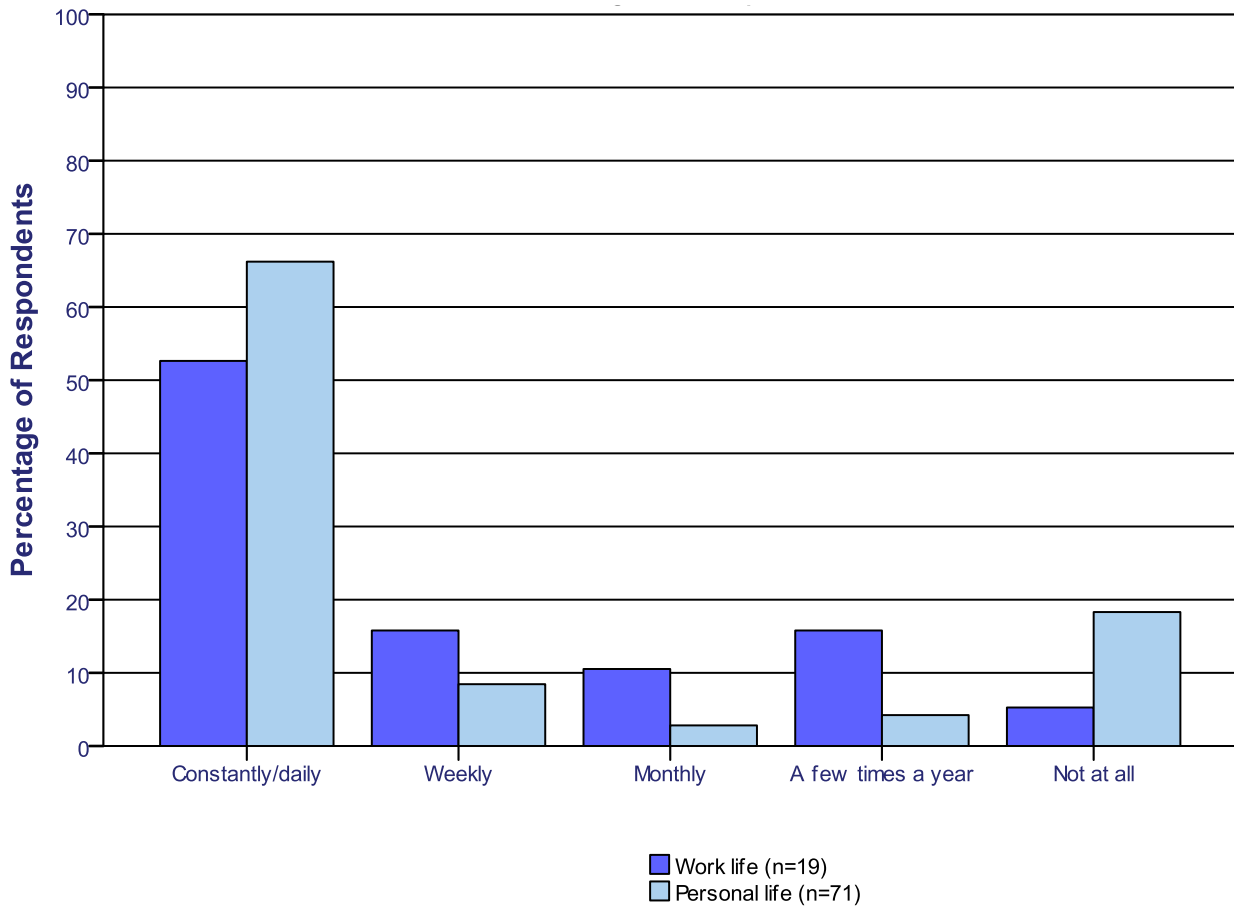
Figure 11: Number of ENV Counterparts and Beneficiaries that Rated the Change as At Least Somewhat Better: Individual Level: Romania (n=24)



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Across all three projects, more than half of respondents reported using the skills they learned through the projects in their work (53 percent) and personal lives (66 percent) either constantly or on a daily basis.

Figure 12: Frequency with Which Counterparts and Beneficiaries Report Using Skills Learned Through the Peace Corps' Projects: Romania



* Work life was asked only of Counterparts, n=19. The number of responses for personal life was 71.

The frequency with which respondents reported using the skills learned through the project in both their work and personal lives suggests that the skills transmitted were practical, useful, and much needed.

Ways Counterparts Use Project Skills in Their Work Life

... I am more direct with volunteers, tougher and more forthright from the beginning. [This is] as a reaction to [the Volunteer's behavior].

[My] orientation towards objectives, organizing an action plan, approach to people and problems [has changed].

Ways Counterparts and Beneficiaries Use Project Skill in Their Personal Lives

Counterparts

Yes, my way of working with people, flexibility, finding common points with everybody [has changed].

[My] communication with the others/institutions and collaboration with local companies [is different].

Beneficiaries

[The PCV] influenced my mentality, and this has had implications in my daily life.

Yes, [I use] the rules regarding establishing partnerships (correspondence, the way of addressing [people], etc.), organizing a daily agenda, and consulting multiple sources when I want to make a decision.

Individual-Level Outcomes

Counterparts and beneficiaries were asked to think back to *how they saw themselves* when they started working with a Volunteer and compare that to *how they currently see themselves*. They were then asked to report any changes they saw in themselves during that period. For each change mentioned, the counterparts and beneficiaries were asked whether they viewed the change as small, medium, or large, and the extent to which they attributed the change to their interaction with the Volunteer.

Counterparts and beneficiaries reported a total of 114 personal changes.

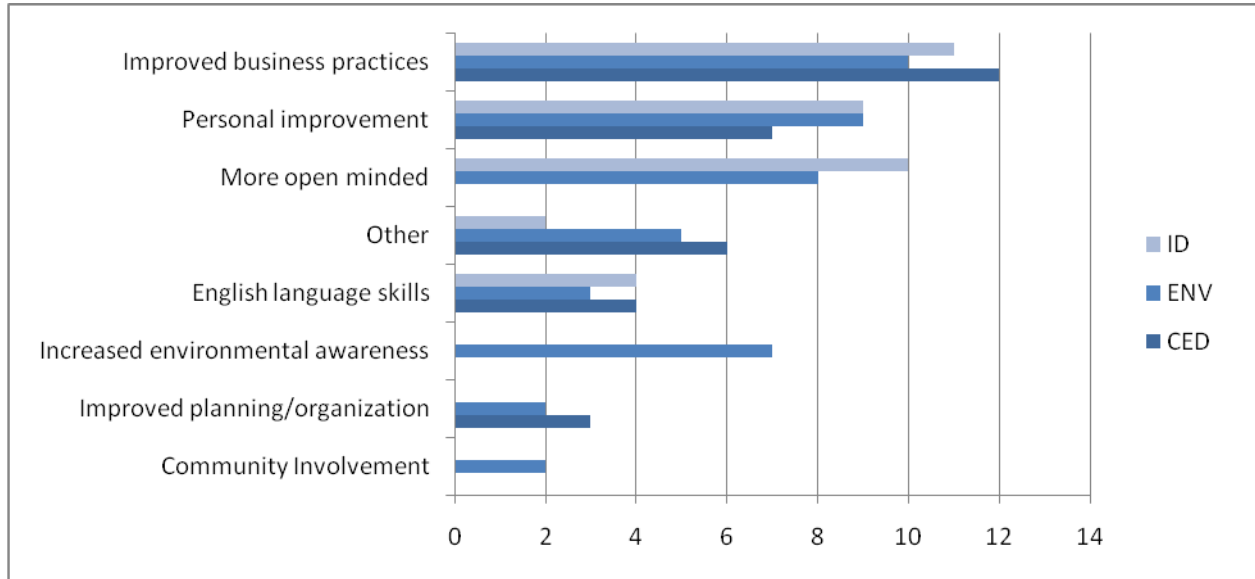
The changes were grouped into the following eight categories:

1. Community involvement
2. Improved planning/organization
3. Increased environmental awareness
4. English language skills
5. More open-minded
6. Personal improvement
7. Improved business practices
8. Other

CHAPTER 3: GOAL ONE FINDINGS

Fifty-two percent of changes mentioned by respondents referred to increases in specific business skills (e.g., sanitation practices) and technical knowledge (e.g., computer literacy) (see Figure 13).

Figure 13: Ways Counterparts and Beneficiaries Changed Since the Start of the Peace Corps’ Project: Romania (n=114 changes) Romania



Of the 114 individual-level changes mentioned, 54 percent were rated as large and 87 percent were assessed as having been largely due to the Peace Corps’ projects. Counterparts and beneficiaries thought that all of the changes they noticed in themselves were maintained, to at least some extent, after the Volunteer left the community/organization.

How Did Skills Transfer Occur?

Seventeen of twenty counterparts reported that they were trained through a formal counterpart training (Table 4).

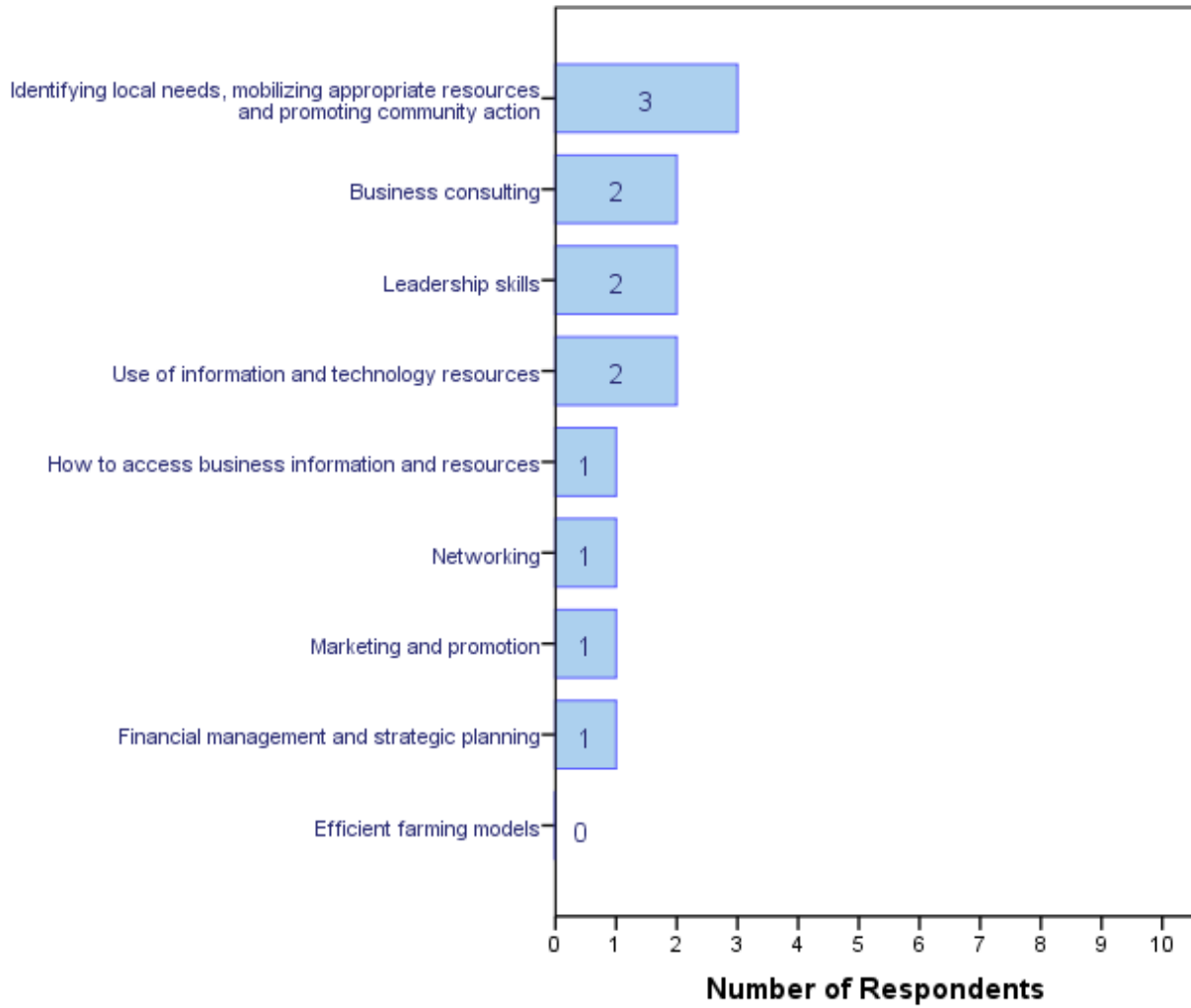
Table 4: Counterpart Training Received: Romania

Project	Training Type			
	Counterpart Training	Training through PM	Training from Volunteer	Other
CED	5	2	0	0
ID	6	4	2	1
ENV	6	3	1	0
TOTAL	17	9	3	1

CHAPTER 3: GOAL ONE FINDINGS

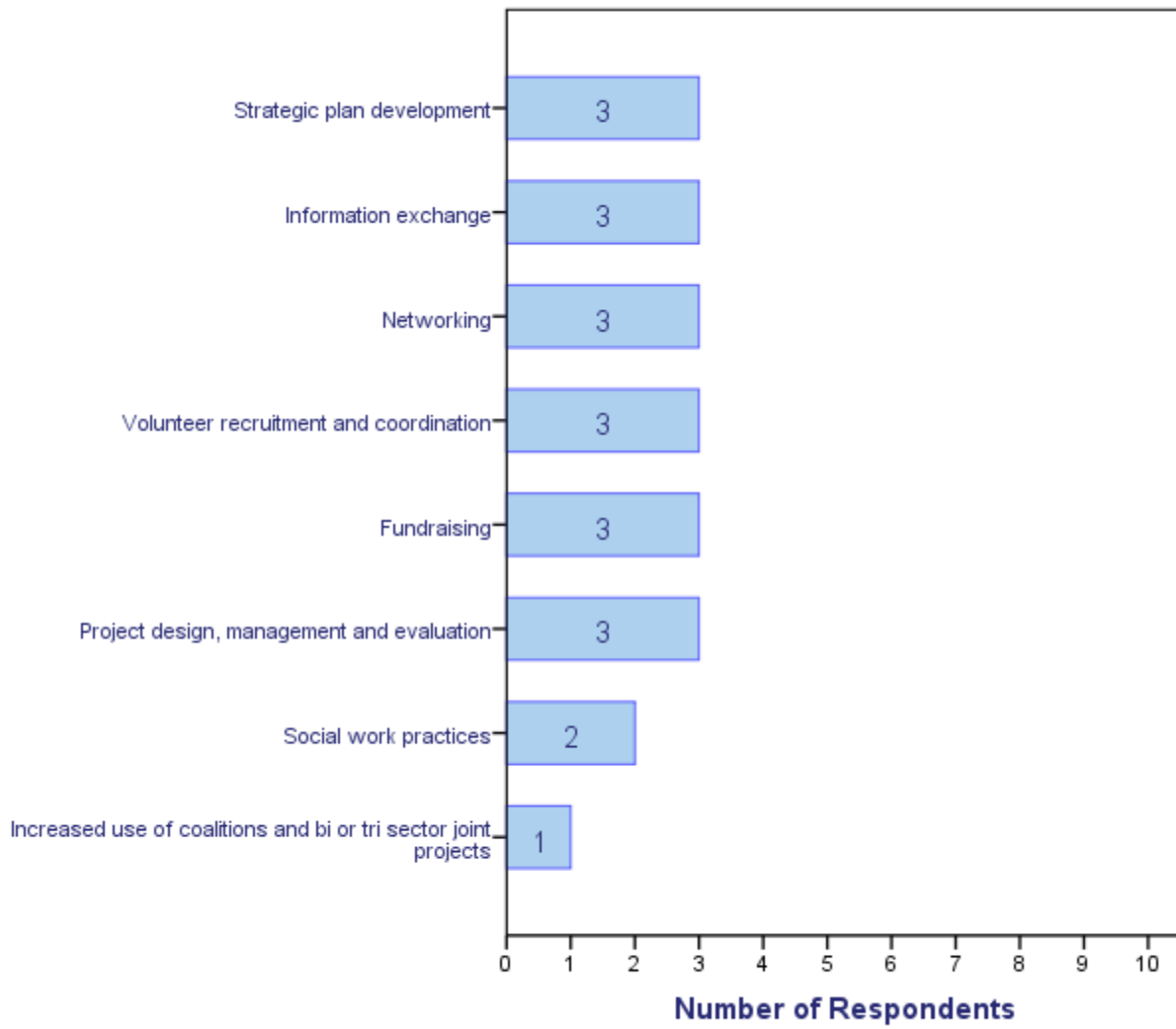
There was variation in the number of respondents that reported receiving technical training in the focus areas of the projects (Figures 14-16).

Figure 14: Technical Training Received by CED Counterparts: Romania (n=6)



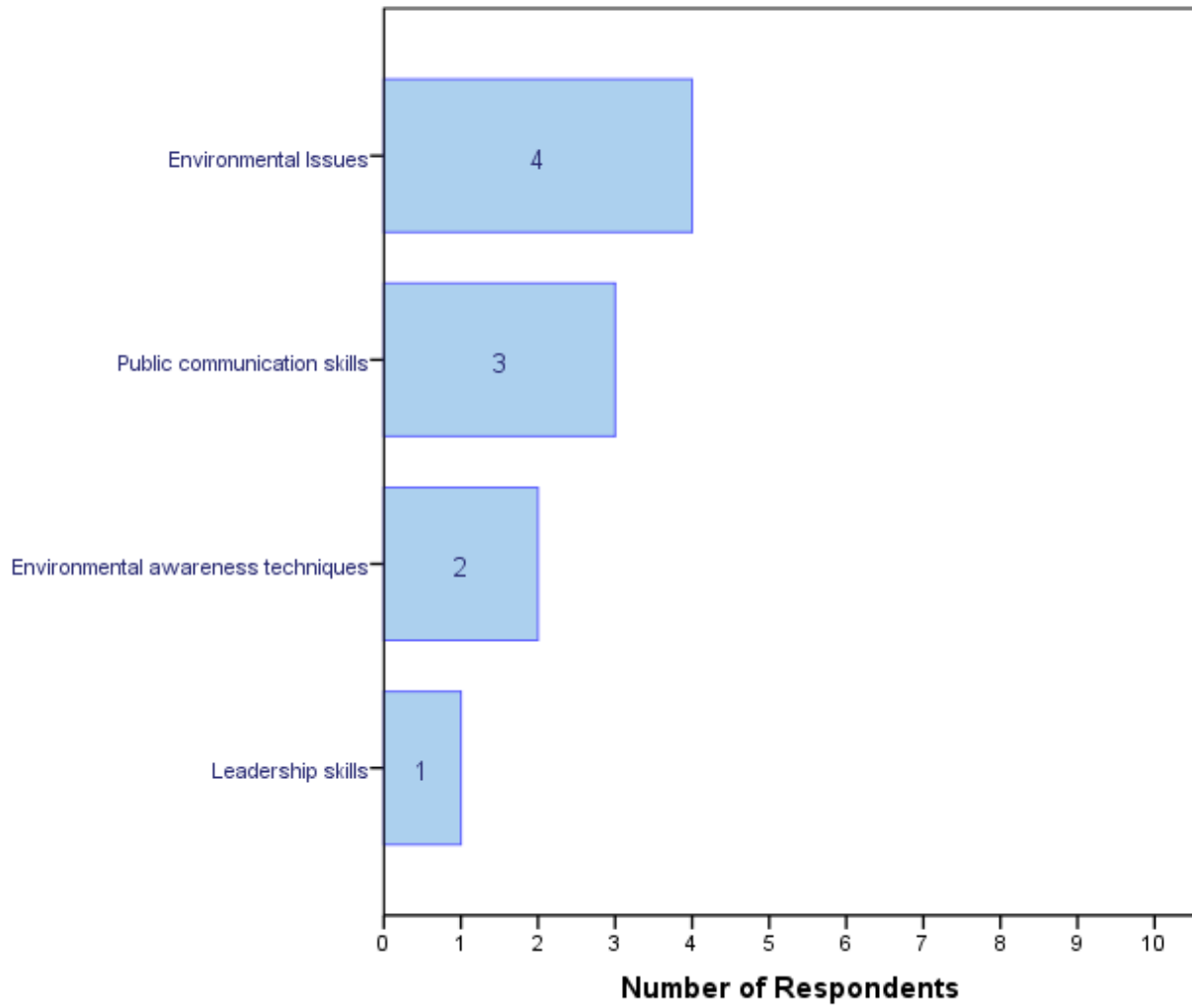
CHAPTER 3: GOAL ONE FINDINGS

Figure 15: Technical Training Received by ID Counterparts: Romania (n=8)



CHAPTER 3: GOAL ONE FINDINGS

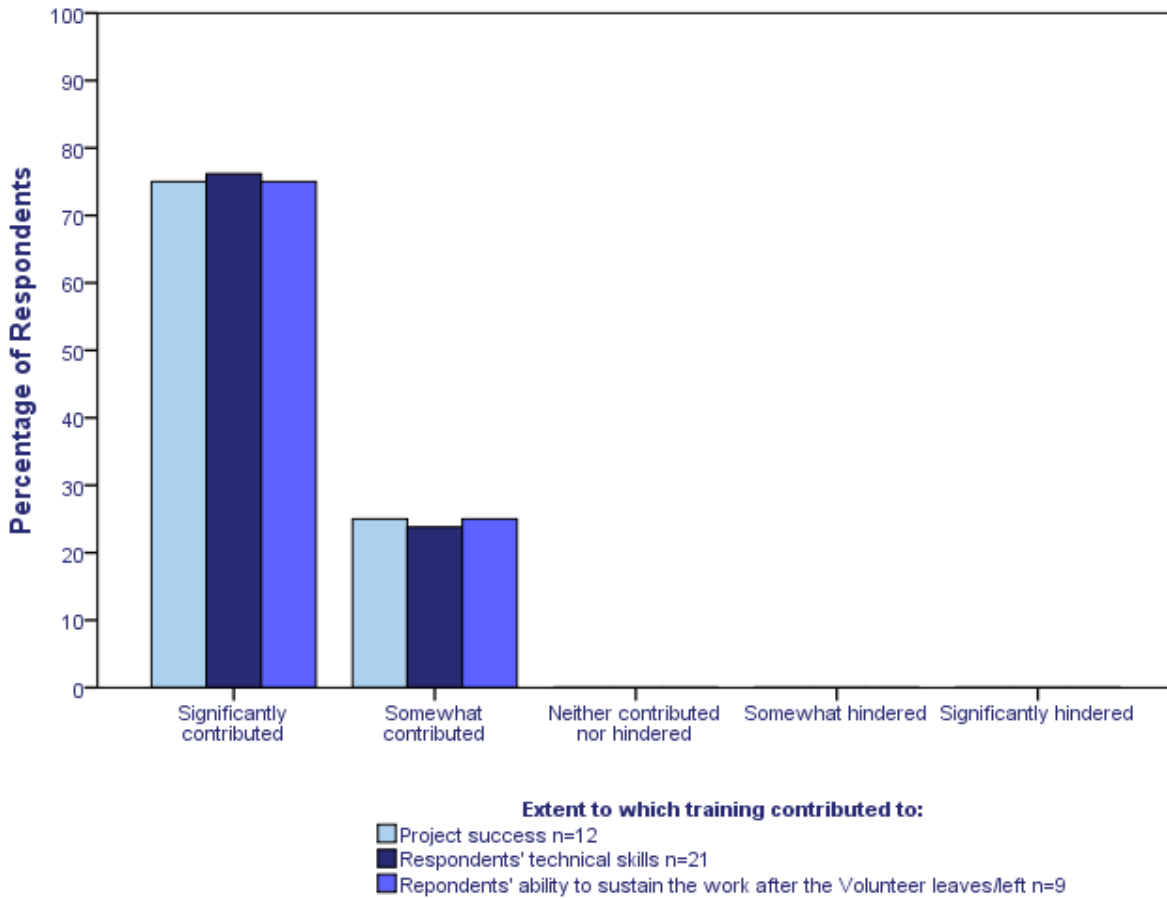
Figure 16: Technical Training Received by ENV Counterparts: Romania (n=6)



CHAPTER 3: GOAL ONE FINDINGS

When asked about the value of the training received through the project, respondents were largely positive. More than 70 percent of respondents reported that the training significantly contributed to project success, improved individuals' technical skills, and increased project sustainability (Figure 17).

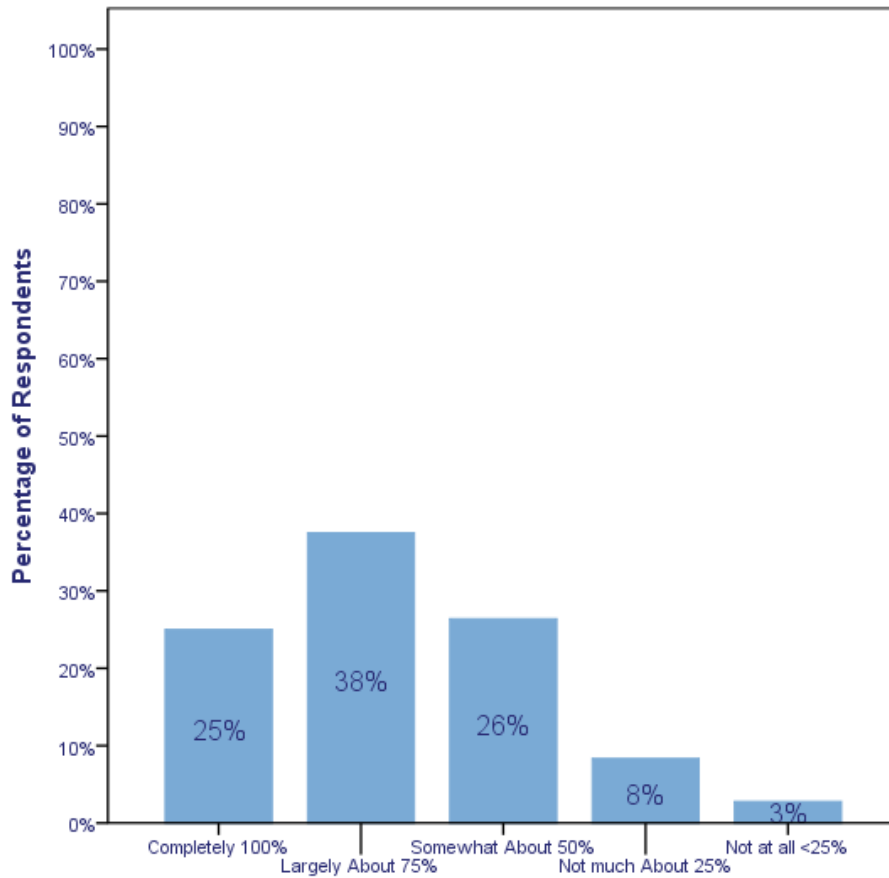
Figure 17: Usefulness of Training for Project Success, Technical Skills, and Project Sustainability: Romania



Did Skills Transfer Lead to Sustainable Community/Organization Changes?

Eighty-nine percent of counterparts and beneficiaries reported that the changes realized in their communities were maintained at approximately the 50 percent level after the end of the project (Figure 18).

Figure 18: Extent to Which Projects Were Sustained After Volunteer Departure: Romania (n=72)



Overall HCN Satisfaction

Two measures of overall satisfaction with the Peace Corps’ projects were included in the interviews. These were satisfaction with the:

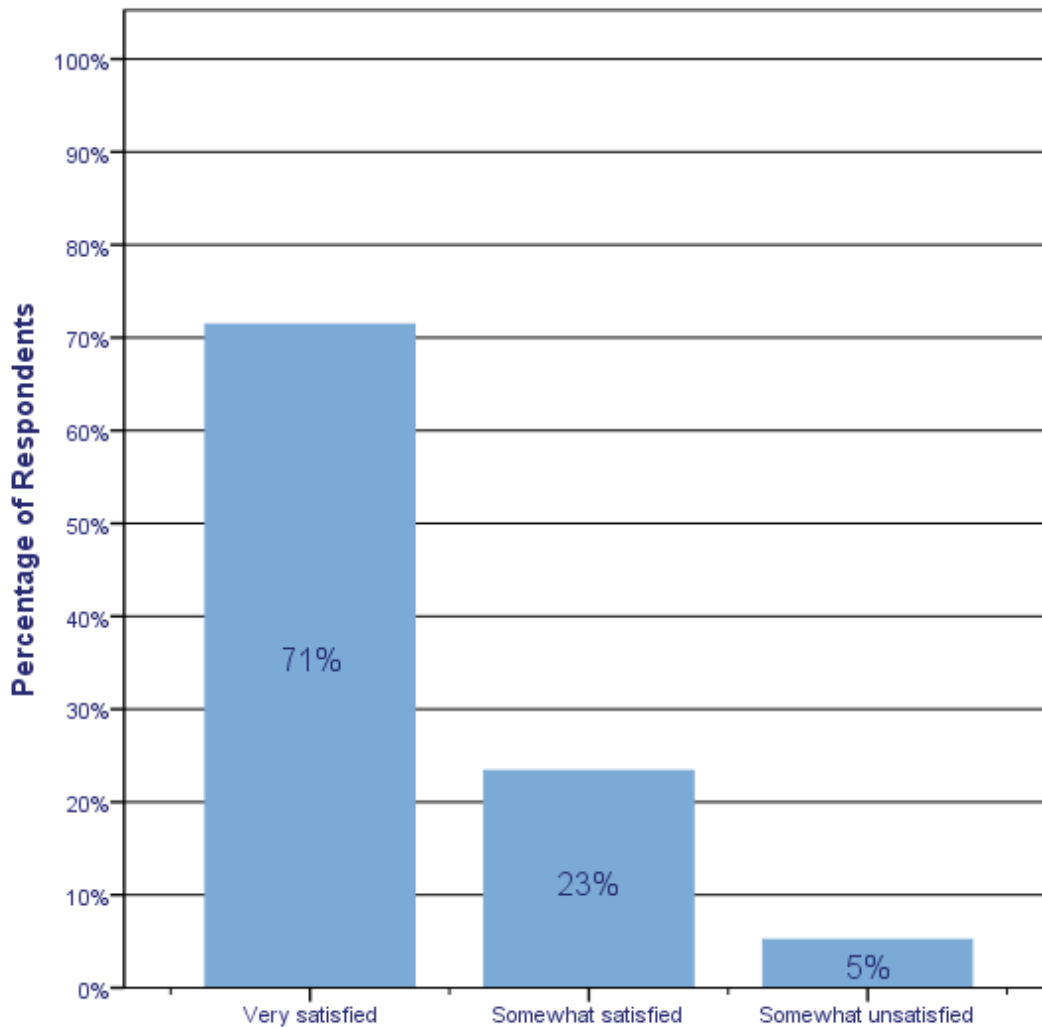
1. Reported changes
2. Degree to which the project met their needs

The findings on these questions are reported below.

CHAPTER 3: GOAL ONE FINDINGS

Satisfaction with the changes in the organization resulting from their work with the Peace Corps was high for both counterparts and beneficiaries. Seventy-one percent of respondents reported being “very satisfied” and 23 percent reported being “somewhat satisfied” (Figure 19). Among Stakeholders six of the seven reported being “very satisfied” while one reported being “somewhat satisfied.”

Figure 19: Counterpart and Beneficiary Satisfaction with Project Outcomes: Romania (n=77)



HCNs' Comments About Overall Satisfaction with the Project Work:

Counterparts

[I was] *very satisfied. It was a very good period, although some changes were not agreed to by the Management. [They were] reticent to change.*

[The PCV] *only stayed 7 months. Therefore, we started planning activities together, which he started [to put into practice], but couldn't finalize them because of the time.*

Beneficiaries

[I can] *personally [say that] she helped. She came with a different way of working.*

For the organization it was a real gain; it was an important step [forward] in all domains.

[The PCV] *changed our vision on environmental problems.*

Stakeholders

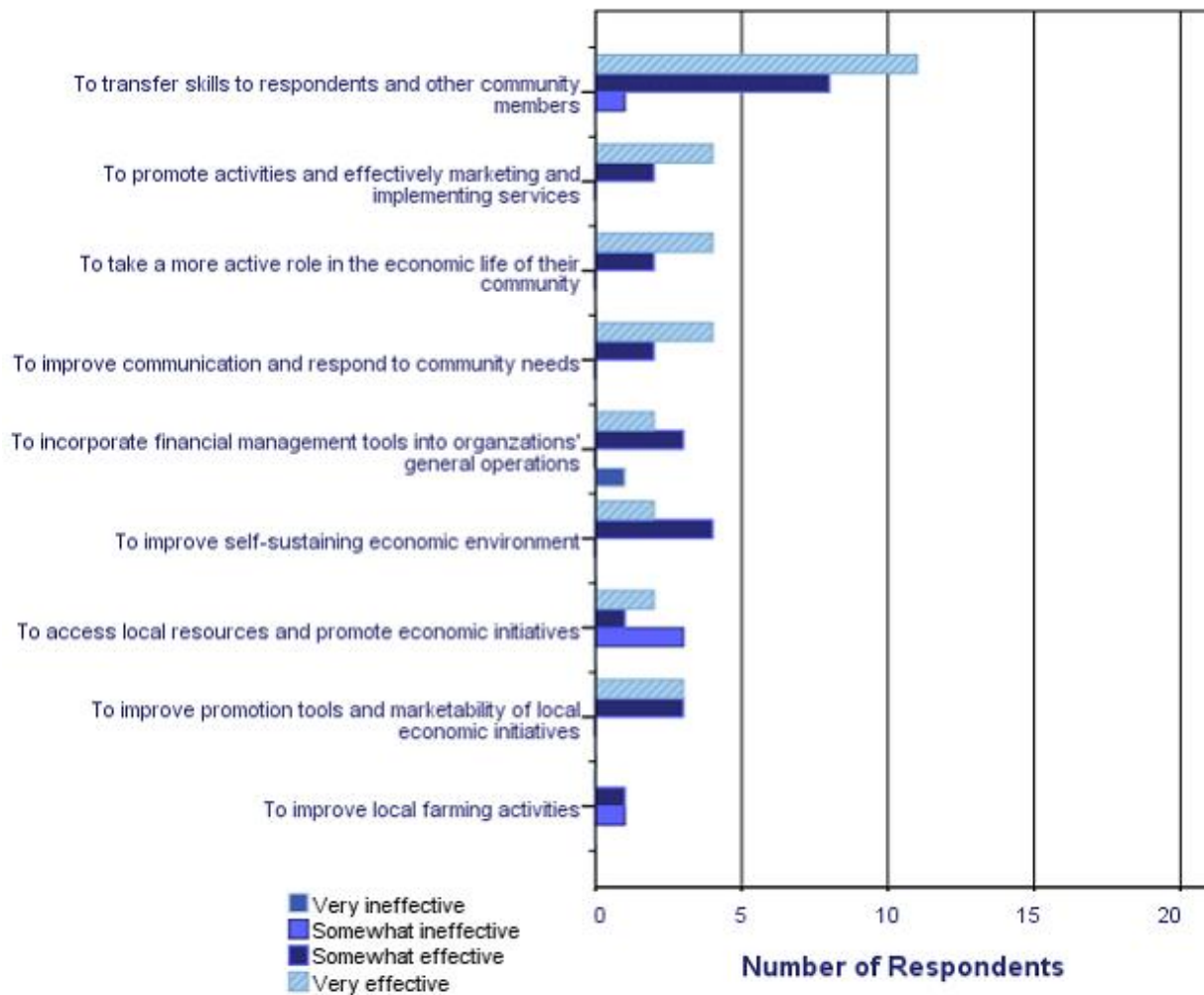
[I was] *very satisfied. Some Volunteers have organized English language courses with members of the local communities, in addition to their environmental activities.*

[I was] *very satisfied. We had only one permanent Volunteer, and at the ToT (Training of Trainers) we collaborated with another Volunteer, [but] we also had contact with the other Volunteers in the country.*

Did HCNs Think Their Needs Were Met?

Most respondents indicated that the projects built relevant capacities in their communities and among community/organization members. Transfer of skills to respondents and other community members was the area of capacity building most frequently rated as “very effective” (Figure 20).

Figure 20: Counterpart and Beneficiary Rating of the Extent to Which Local Capacity was Built into Target Areas: Romania



Would HCNs Want to Work with the Peace Corps Again?

Another measure of satisfaction is whether counterparts and beneficiaries would want to work with another Volunteer. Ninety percent of counterparts and beneficiaries reported that they would welcome another Volunteer. The energy and enthusiasm that Volunteers were able to

generate among organization members and the ongoing need for community/organization improvement were highlighted by the respondents.

HCNs' responses about why they would welcome another Volunteer:

Counterparts

[I would not want another Volunteer] immediately, because we have only two employees in the organization, and we couldn't possibly have time [for a Volunteer]. The organization is in a restructuring process. But in the future, maybe yes.

[Volunteers] come with new ideas and attract other volunteers that can do many things for the organization.

Beneficiaries

I would like [a Volunteer] for a longer period. The didactic personnel and the children were delighted [with the Volunteer].

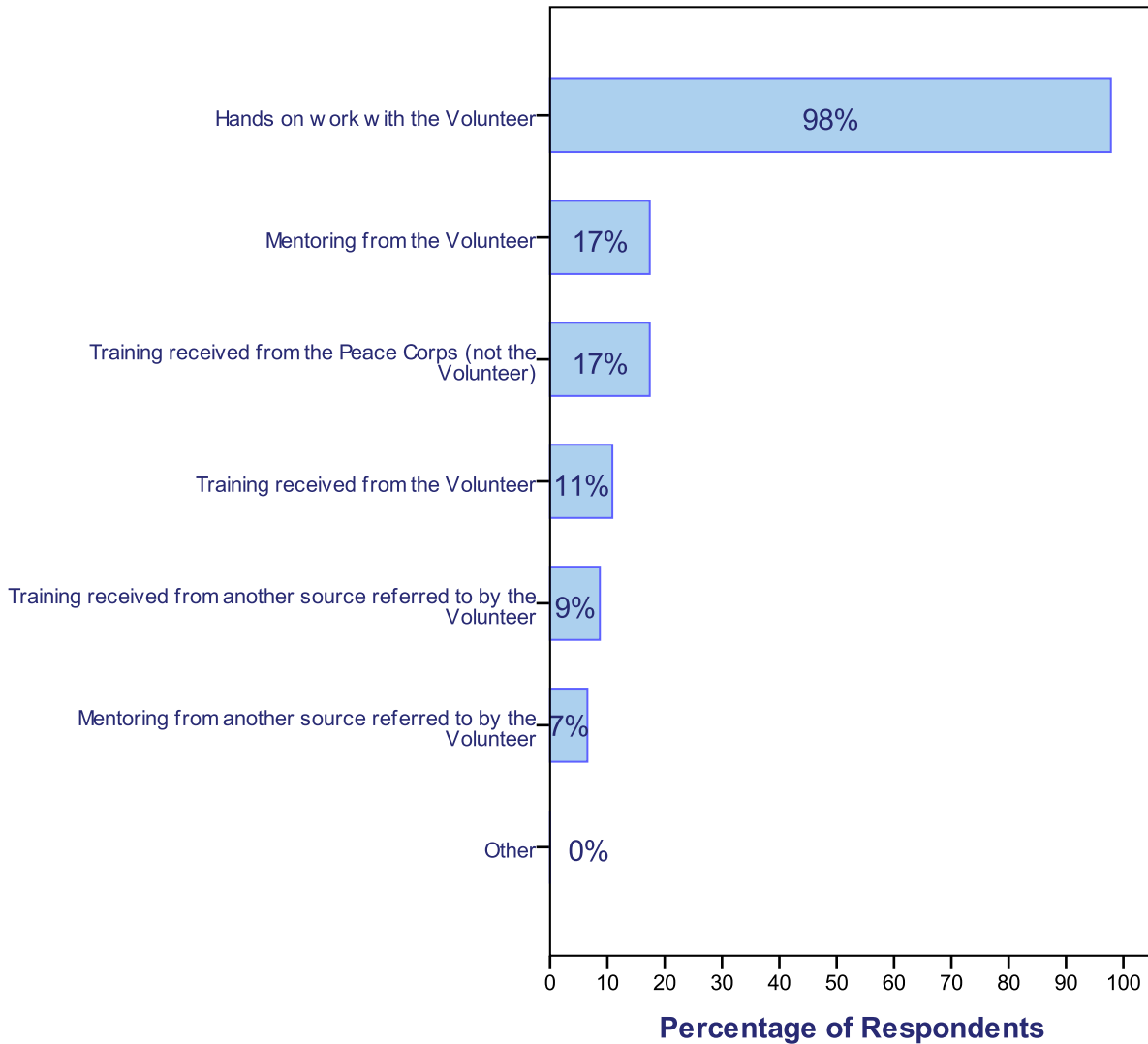
The Peace Corps Volunteers have a different vision which is beneficial. We can compare and exchange experiences.

[Yes, but] I would be more careful with the demands, [I would like] a real development expert.

Support and Barriers to Project Performance

Beneficiaries and counterparts in all three projects observed that the main factor contributing to the success of the projects was the hands-on work of the Volunteer (Figure 21).

Figure 21: Factors Credited with Project Success: Romania (n=78)

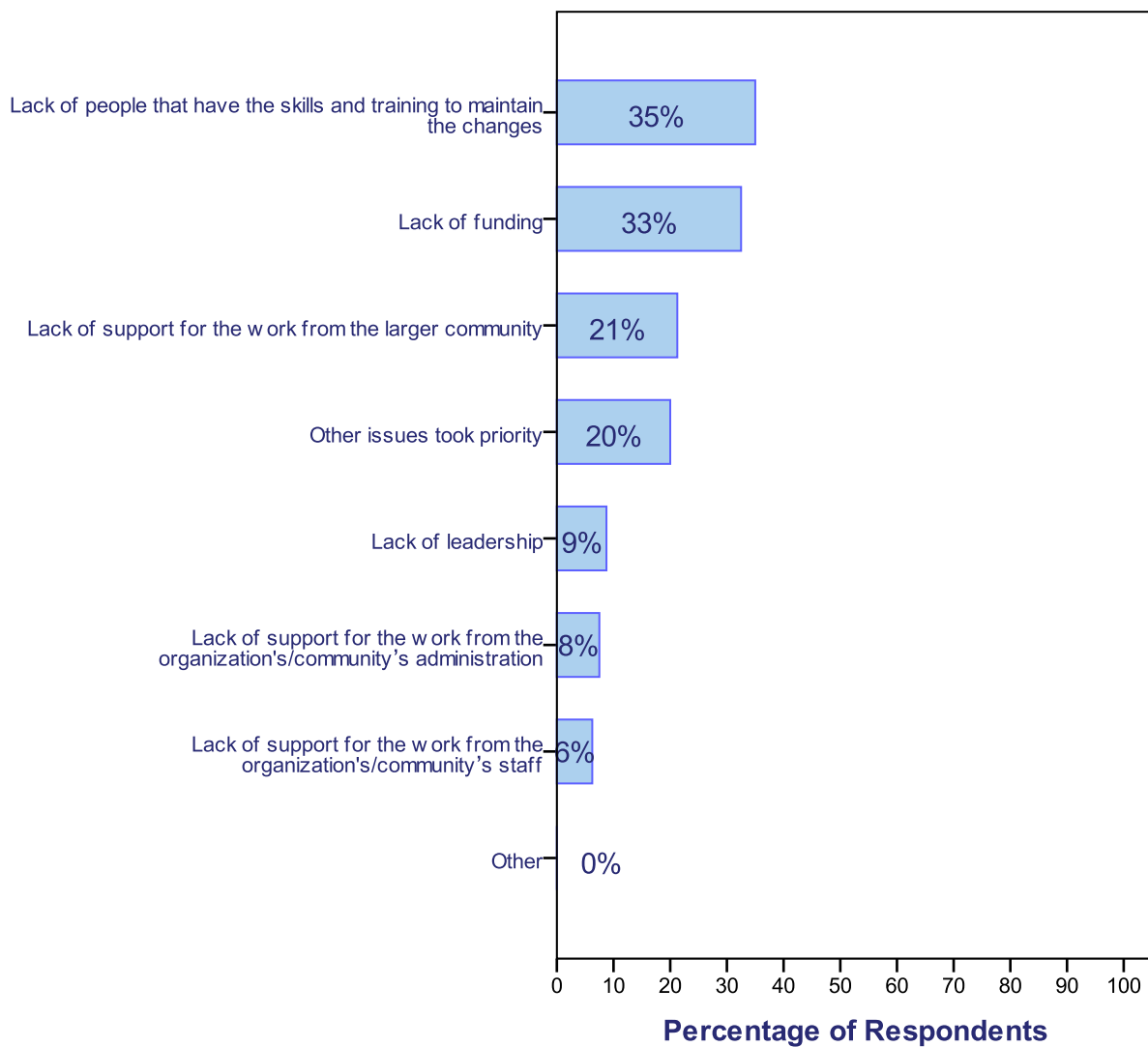


CHAPTER 3: GOAL ONE FINDINGS

While no single barrier to sustaining the projects was mentioned by a majority of respondents, the most frequently mentioned barrier (35 percent) was a lack of skilled people to continue the work (Figure 22). Among the two stakeholders that responded, the following three barriers were mentioned once each:

- Lack of support from the larger community/organization
- Lack of people with the skills and training to maintain the changes
- Lack of funding

Figure 22: Barriers to Project Success Among Counterparts and Beneficiaries: Romania (n= 80)



HCNs' Comments About Barriers to Project Success:

[There was a] *lack of support on the part of the management, lack of money and lack of strategic thinking, vision.*

[Problems include] *organizational issues, people leaving and being replaced, there is more mobility in NGOs than in other fields.*

[There was a] *lack of interest from the community, qualified personnel and financing.*

[The decrease in project activities] *is connected to the way the association evolved; its activities diminished in time after partially reaching its goal.*

Areas for Further Research

Two main themes for more investigation emerged from the research:

- **Organizational-level outcomes of the ID Project:** Figure 5 shows that fewer than half of respondents reported improvement in any of the outcomes areas. While this may be due to legitimate differences in the distribution of Volunteer activities across sites, additional examination is needed to determine whether this is the case. But, as respondents were more likely to report individual-level improvements in these areas, the lower level organizational changes may be due to structural barriers that need to be addressed as part of this project. Further research should investigate the increase in products, programs, and/or productivity, as it was the most frequently, spontaneously mentioned change among ID respondents.
- **Sustainability is hampered by a lack of people with the needed skills and training.** The most frequently cited barrier to sustainability was a lack of people with the needed skills and training (see Figure 22). Additional research should be conducted to understand the possible causes. For example, is the lack of sustainability due to insufficient training within the projects or because, once trained, counterparts and beneficiaries move to other organizations?

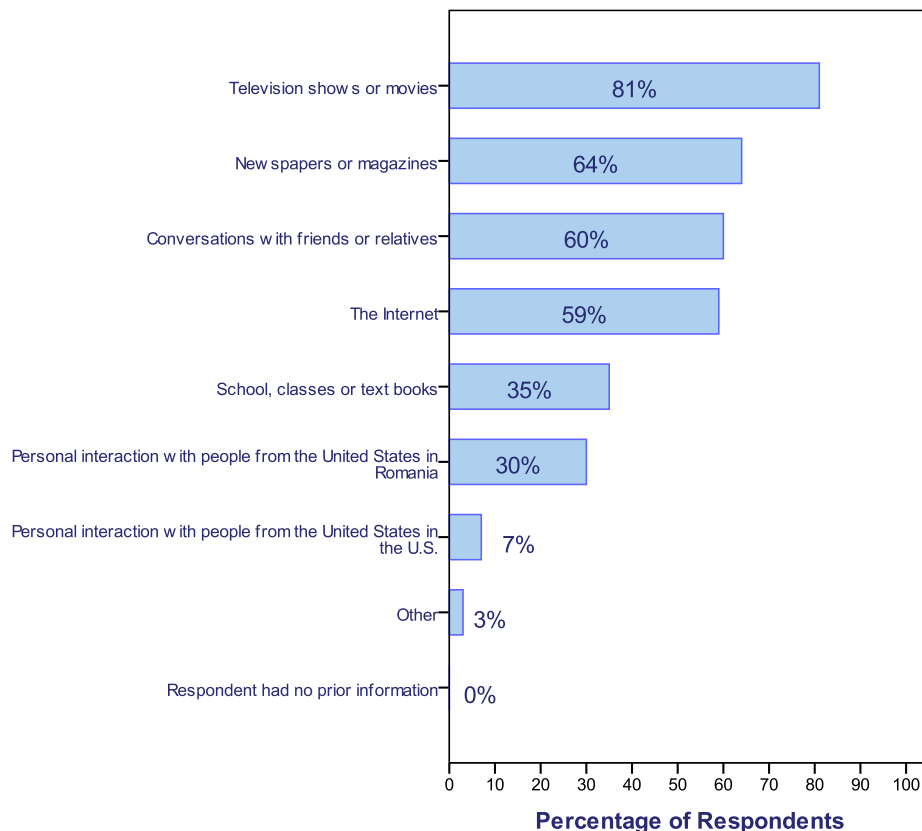
CHAPTER 4: GOAL TWO FINDINGS

This section addresses how and to what extent Volunteers promoted a better understanding of Americans among the HCNs with whom they worked and lived. The section begins with information about what Romanians thought about Americans prior to working with a Volunteer and how they acquired that information. The discussion continues with a description of how much and in what ways Romanians interacted with Volunteers and concludes with their opinions of Americans after interacting with Volunteers.

How Did Romanians Get Information About Americans Prior to Interacting with the Volunteer?

Romanian counterparts, beneficiaries, and host family members reported learning about Americans from a wide range of sources prior to the arrival of the Peace Corps Volunteer. Eighty-one percent of respondents reported that television and movies were their most common sources of information about Americans. This was followed by conversations with friends and family, which was mentioned by 64 percent of respondents (Figure 23).

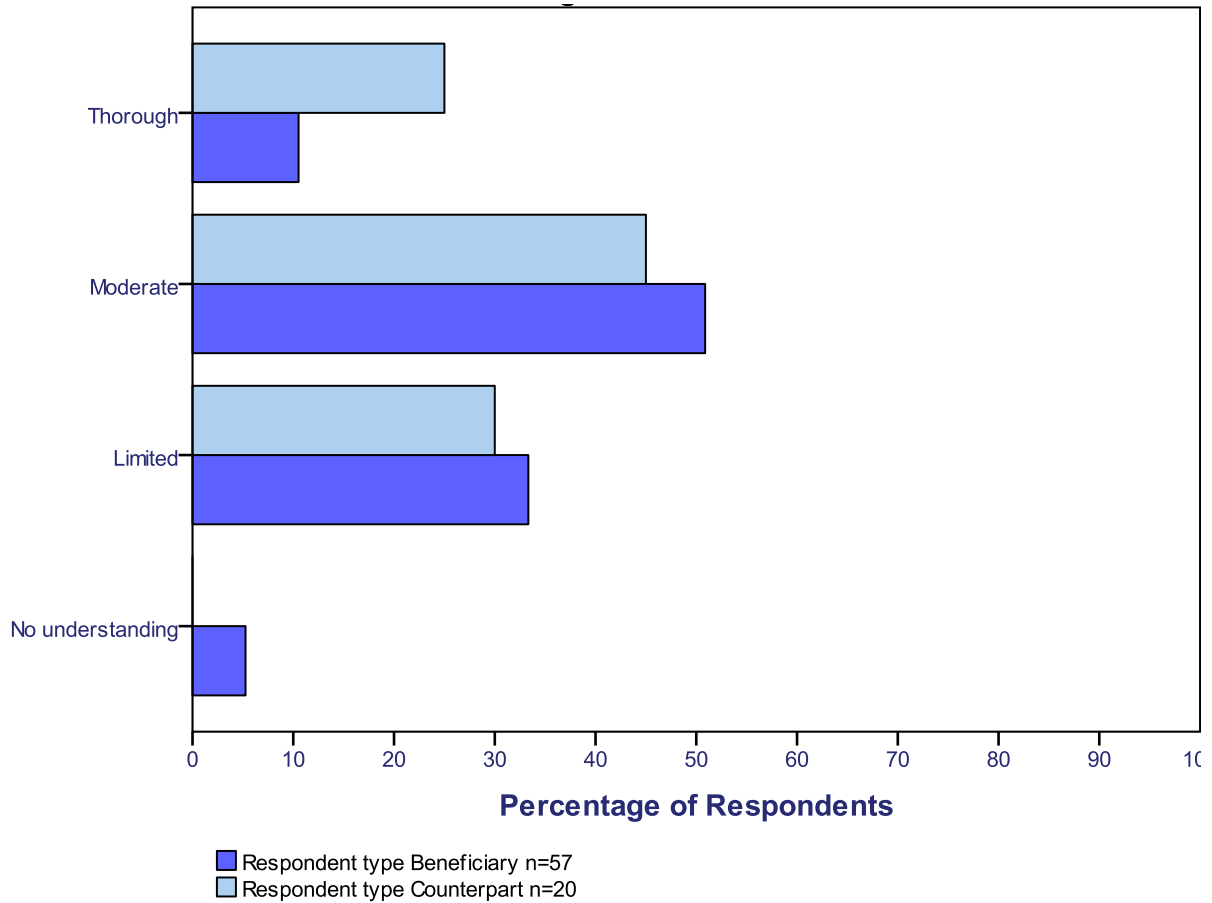
Figure 23: HCN Sources of Information about Americans Prior to Interacting with a Volunteer: Romania (n=84)



What Were Respondents' Opinions About Americans Prior to Interacting with a Volunteer?

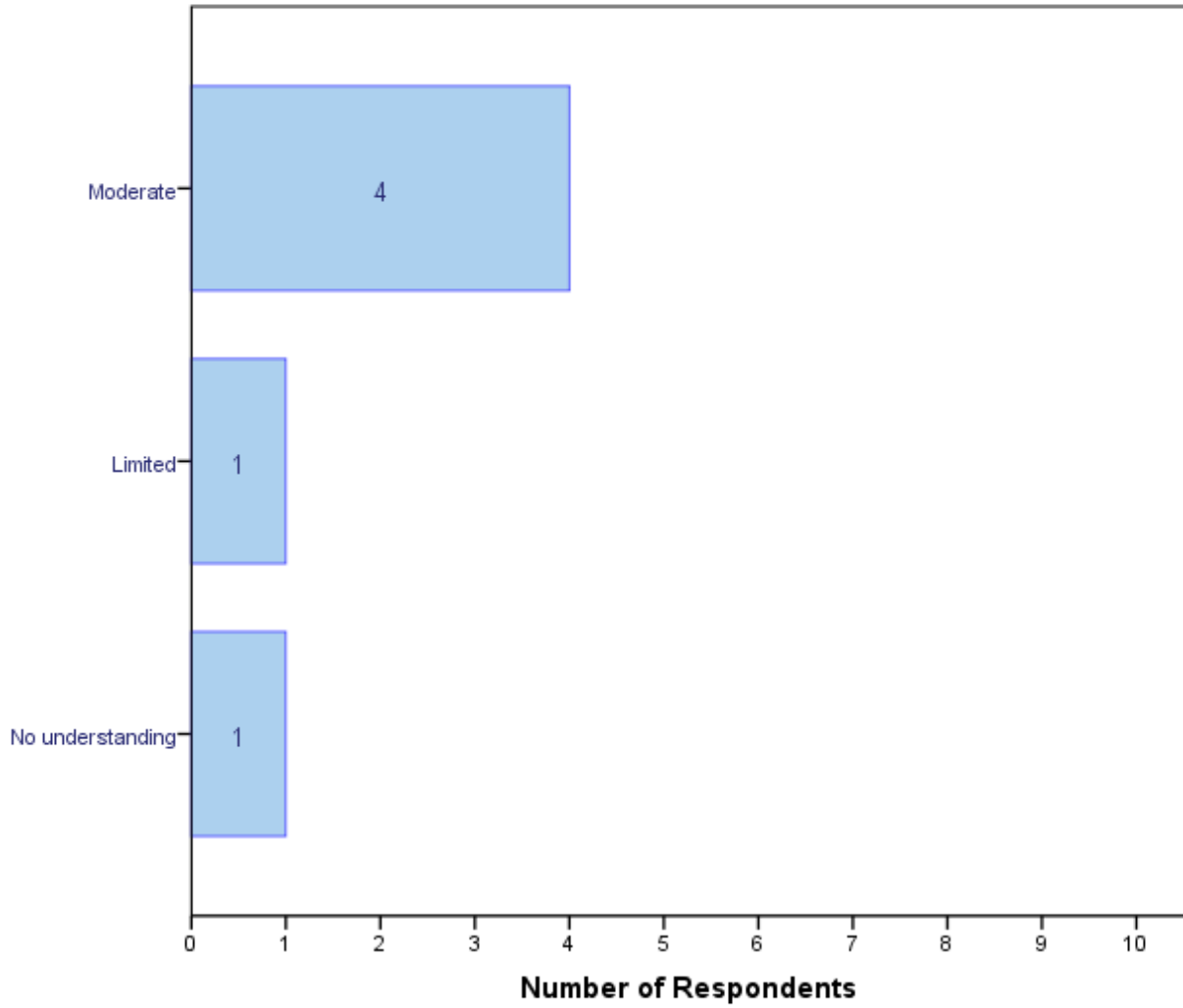
Prior to interacting with Volunteers, most respondents had at least a moderate understanding of Americans (Figures 24 and 25).

Figure 24: Counterpart and Beneficiary Level of Understanding of Americans Before Interaction: Romania



CHAPTER 4: GOAL TWO FINDINGS

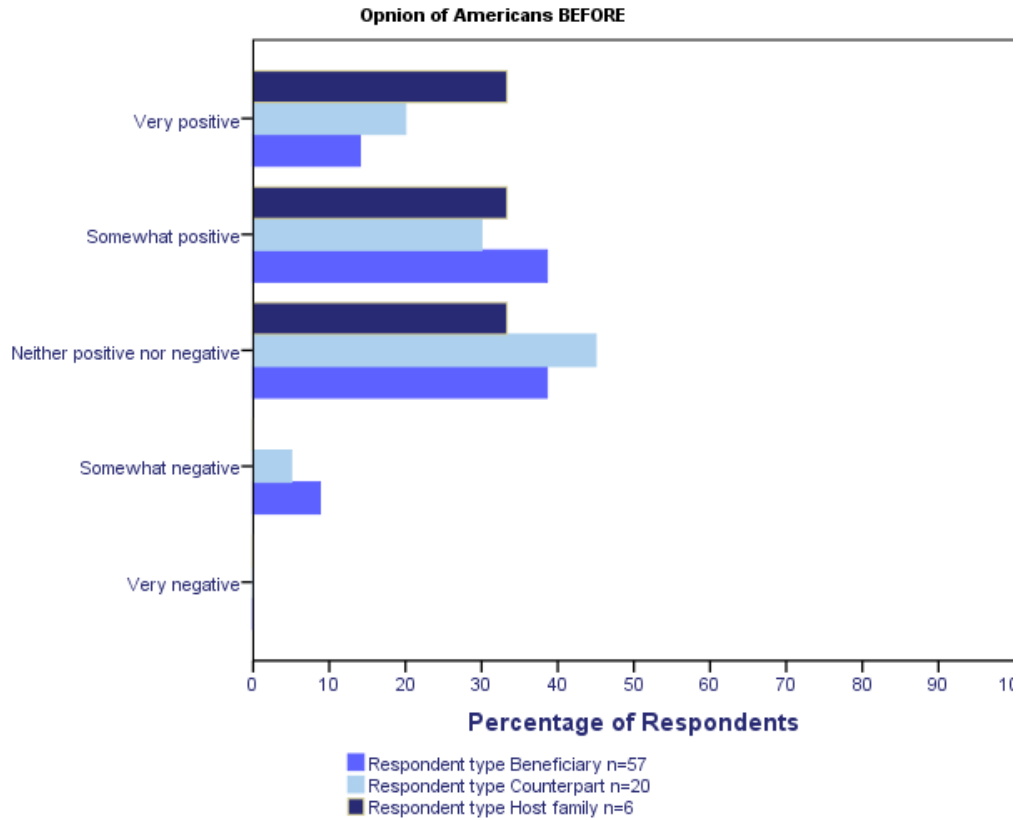
Figure 25: Host Family Member Level of Understanding of Americans Before Interaction: Romania (n=6)



CHAPTER 4: GOAL TWO FINDINGS

Prior to their interaction with Volunteers, most respondents indicated that their opinions of Americans were either positive or neutral (Figure 26).

Figure 26: HCN Opinion of Americans Before Interaction with Volunteers: Romania



Counterparts, beneficiaries, and host family members were asked for their views of a typical person from the United States before working with Peace Corps Volunteers. Although many of the respondents reported having limited information about people from the United States, they expressed a range of opinions.

HCNs' Opinions of Americans Prior to Interacting with Volunteers:

I knew very little [about Americans]. I thought that wealth was polarized [in the US], that Americans are somewhat arrogant, they consider themselves as superior, and that they are cold/distant.

*[I thought that they were] uninterested in problems other than their own.
[They were] ignorant about anything except America.*

[Americans are] ignorant and poorly prepared professionally.

[Americans are] relaxed, open, handy, and can handle any situation. [They are] good organizers

[Americans are] honest, confident, hardworking, innocent, and positive in their thinking and attitude

[They are] much better prepared technically and politically [than us]. [They are] tolerant, jump in to aid when needed, respectful, punctual, and ready to know new things.

To What Extent Did Respondents Have Experience with the Peace Corps and Volunteers?

Respondents varied widely in terms of how many Volunteers they had known and the length of their interaction with Volunteers. On average, beneficiaries knew three Volunteers over a period of five years. Counterparts reported knowing an average of 10 Volunteers over a period of almost six years. Host family members reported hosting an average of three Volunteers and hosting the most recent of those Volunteers for approximately eight months.

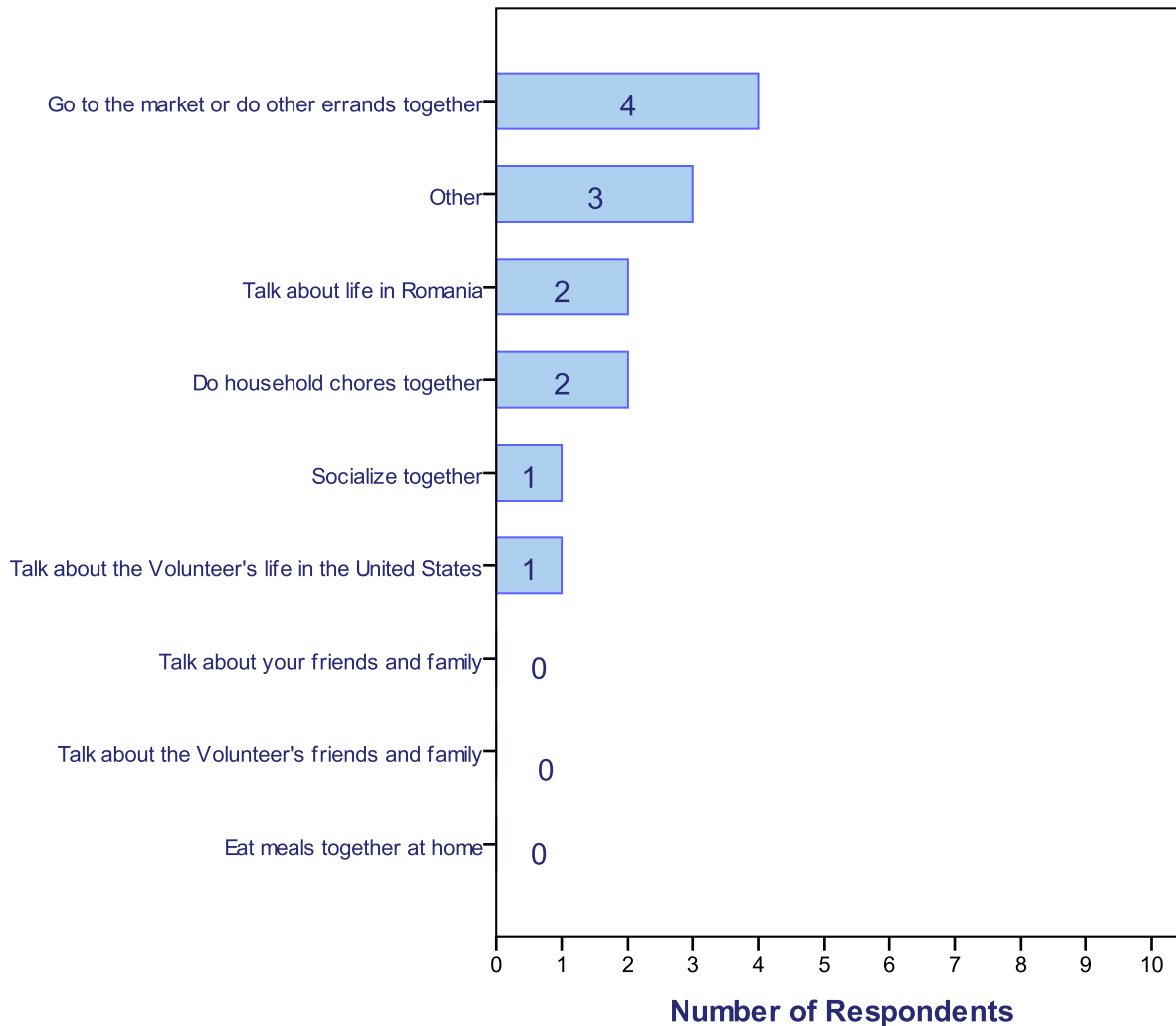
Findings on the Level of Interaction Between Respondents and Volunteers

Goal 2 of the Peace Corps is based on the idea that through frequent and varied interaction with Volunteers, HCNs will better understand Americans. This section describes the number and types of interactions that HCNs had with Volunteers.

CHAPTER 4: GOAL TWO FINDINGS

Four of the six host family respondents reported going to the market or running other errands with Volunteers. Half also reported “other” activities, such as speaking Romanian or going to visit friends and family members of the host family (Figure 27).

Figure 27: Activities that Host Family Members shared with Volunteers: Romania (n=6)



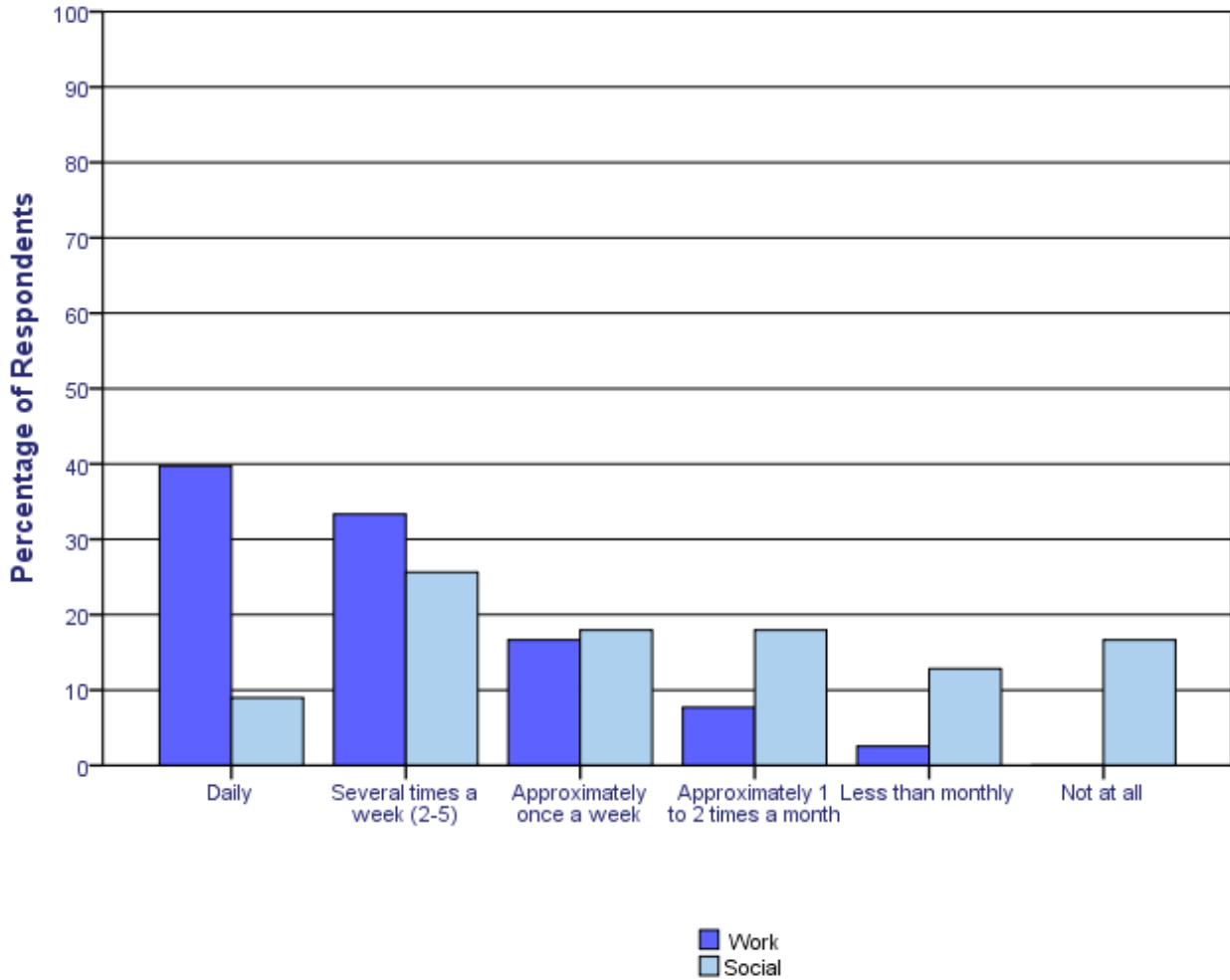
Five out of the six host family members interviewed indicated that they were very close and thought of the Volunteer as part of their family. The remaining host family members indicated that their relationship was “somewhat friendly.”

Host country counterparts and beneficiaries: Counterparts and beneficiaries varied with respect to the level and type of contact they had with Volunteers. Most respondents reported seeing Volunteers either daily or several times a week through work. The distribution of social contacts was spread more evenly across the categories with fewer than 10 percent seeing

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Volunteers daily, almost 30 percent seeing them several times a week, and between 10 percent and 20 percent seeing them weekly, monthly, or less than monthly. Almost 20 percent of respondents reported never seeing Volunteers socially (i.e., outside of work) (see Figure 28).

Figure 28: Frequency of Volunteer Interaction with Counterparts and Beneficiaries: Romania (n=77)



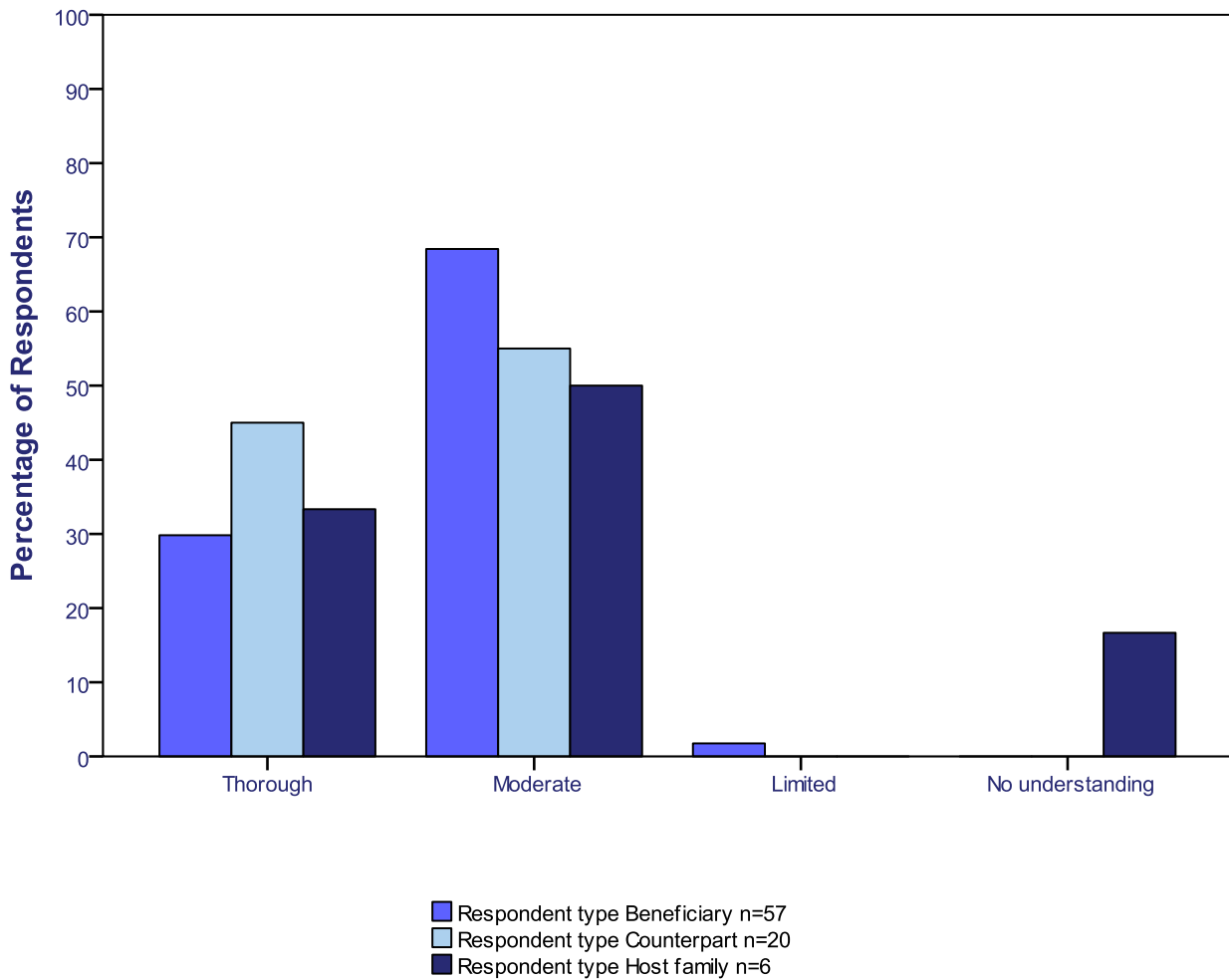
Changes in HCNs' Understanding of Americans After Interacting with a Volunteer

This section provides information about changes in HCNs' opinions of Americans as well as some detail about the types of things they learned about Americans from interacting with Volunteers.

Were respondents' opinions of Americans better or worse after interacting with a Volunteer?

After interacting with Volunteers most respondents reported either a moderate or thorough-level of understanding of Americans (Figure 29).

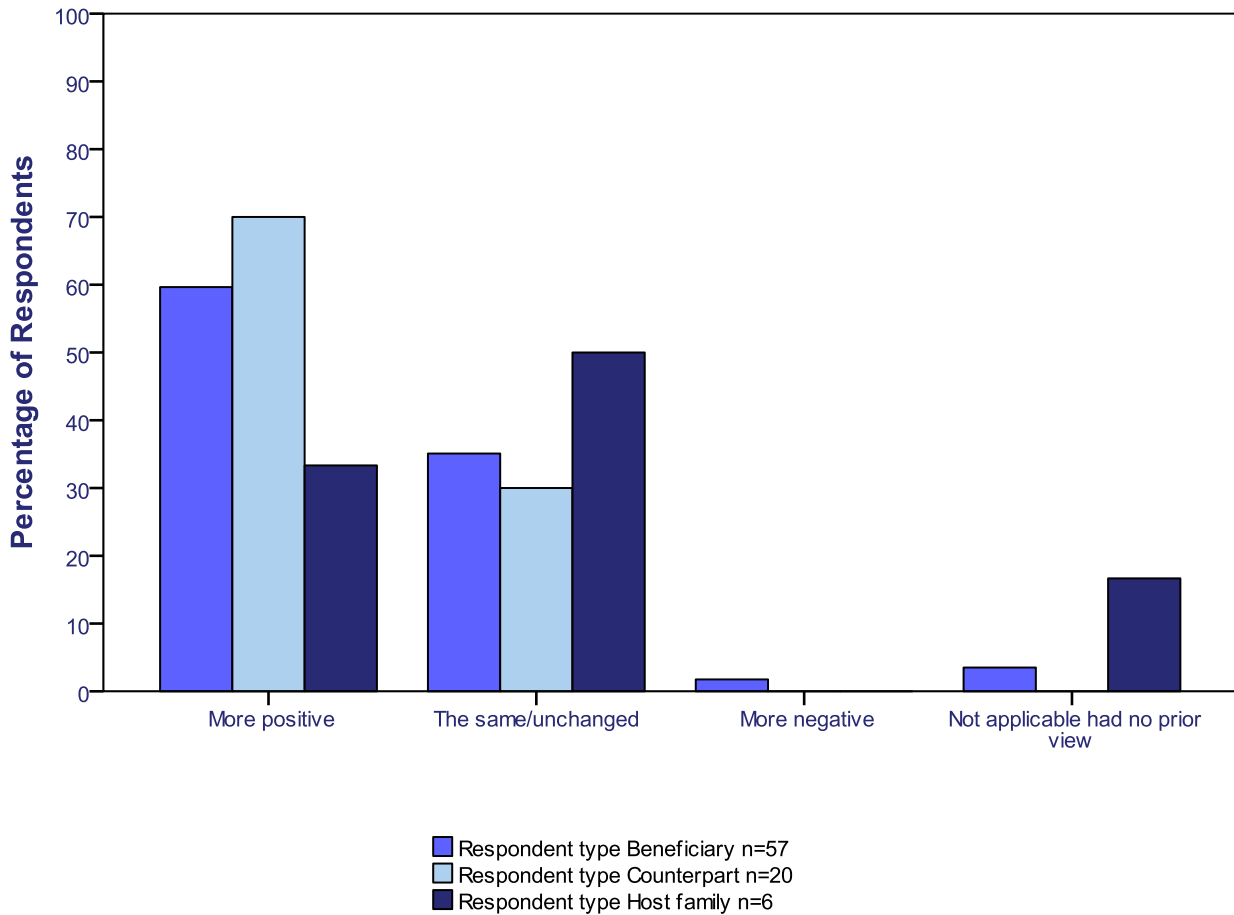
Figure 29: HCN Understanding of Americans after Contact with Volunteers: Romania



CHAPTER 4: GOAL TWO FINDINGS

Most respondents reported more positive views of Americans, although many also reported having the same view as they had before interacting with Volunteers (Figure 30). Among those that reported the same opinion, 49 percent had previously reported a positive opinion and 48 percent a neutral opinion.

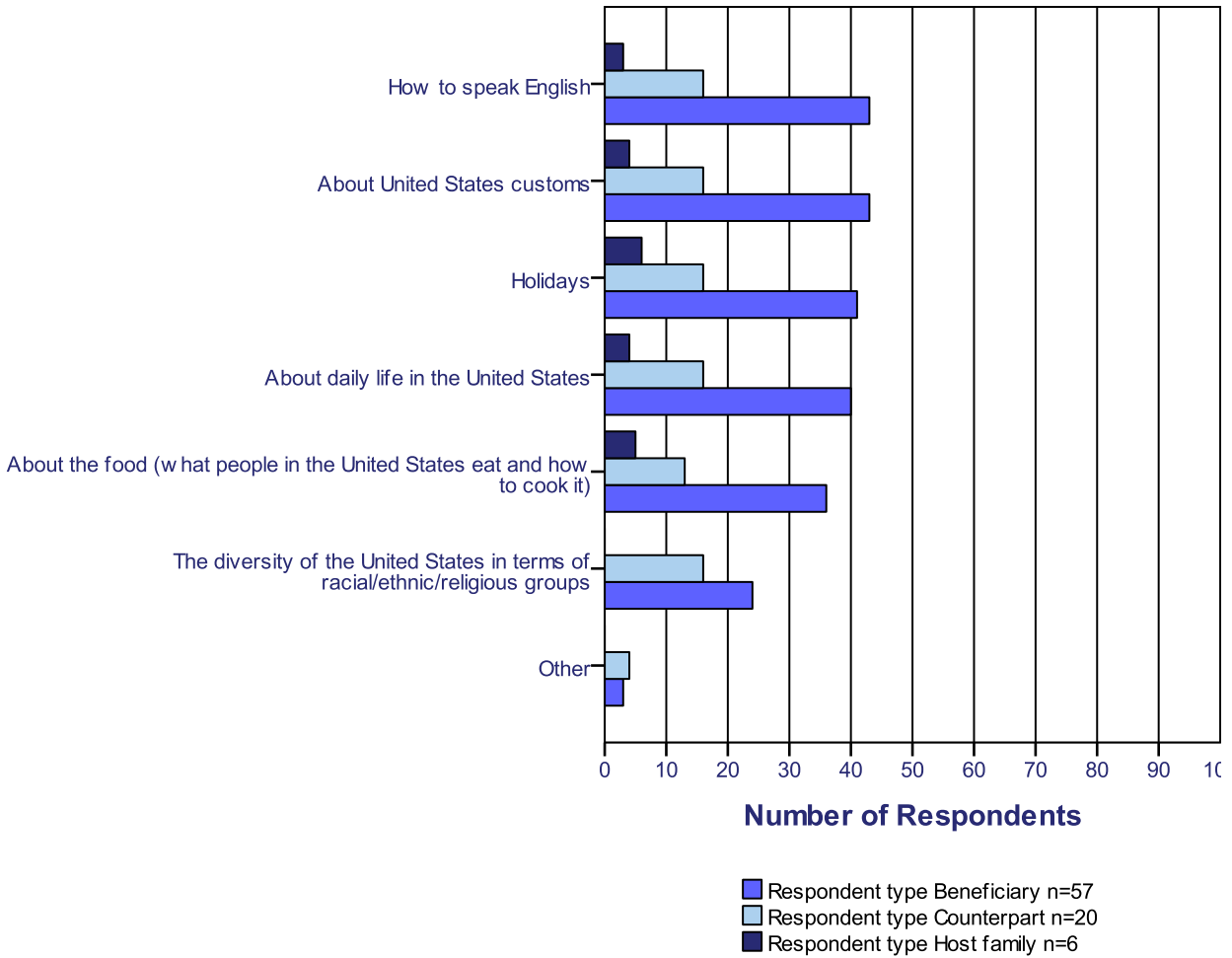
Figure 30: HCN Change in Opinion of Americans after Contact with Volunteers: Romania



Findings on What Romanians Learned About Americans from Volunteers

Respondents reported learning about most of the topics asked about (Figure 31).

Figure 31: What Host Country Nationals Report Learning from Volunteers: Romania



When asked about their opinions after interacting with Volunteers, most respondents provided general responses that suggested that they had developed more realistic and positive views. This theme emerged in responses from counterparts and beneficiaries, as well as from host family members.

What Respondents Found Most Memorable about Interacting with Volunteers

Counterparts

[I learned] that it is very important to be generous. It is important to understand different points of view. It's important to have a work discipline, based on principles and values based on the culture in which you live.

It's not the [skin] color and the social position that counts. One must be ready anytime to help his/her fellows. [It is important] to understand a subject before giving opinions. [The Volunteer had] even higher tolerance than mine.

The way they work is different from ours. [They are] innovative in some things (e.g., inter-institutional relationships). They don't fear rejection, they keep trying. This expanded [our views] as well

Beneficiaries

She taught me the meaning of the three R's (self-Respect, Respect for others and Responsibility for what you do). [She also taught me] the importance of family life

They were very close, friendly, understanding, and curious about our life. [They were] casual (i.e., not stressed. They think things through in advance, plan and respect [what they plan].

About the Volunteers, I can say that I was impressed by the ease with which they put themselves in the service of others. [This is] something to admire.

Host Family Members

[I remember] the fact that they have an adventurous style, [they want] to know new things, to live in other parts [of the world], to leave their home for 2 years...

HCN Opinions About Americans After Interacting with Volunteers

Counterparts

[They are] *serious, pragmatic, efficient, faithful, relaxed. They are not stressed [and have a] smile on their lips. [They are] generous.*

[They are] *open, freely express themselves, are well behaved, polite and socially involved.*

Beneficiaries

[I have] *the same opinion [as before]. They are a civilized people, willing to help, exactly as I imagined before. [My opinion] was reconfirmed.*

They don't take time to learn things that don't interest them. They are not very flexible. They don't try to solve more than what [is under] their responsibility. [They are] polite/amiable.

In general, [I have] a good opinion [of Americans]. [Americans are] pragmatic, good organizers and involved in volunteer activities.

Host family members

[I have] *a very good opinion [of Americans]. [Americans are] people with principles, strict rules which they impose on themselves from a young age. They don't stop and they get over any obstacle. They have strict rules for waste management and they separate plastic from paper.*

Lessons Learned Regarding Goal 2 Performance

Respondents reported a moderate level of understanding and positive or neutral view of Americans prior to their interactions with Volunteers. These views were largely maintained after the interactions.

Social contact. Social contact is one of the ways that Volunteers increase HCNs' understanding of Americans; however, 20 percent of respondents indicated that they had no social contact with PCVs (Figure 28). This may be an area that staff can stress with PCVs to help them find ways to increase the range of people with whom they socialize.

CONCLUSIONS

Peace Corps meets its goals of building local capacity (Goal 1) and promoting a better understanding of Americans among host country nationals (Goal 2) primarily through the service of its Volunteers. A key element of this service is that Peace Corps Volunteers live in the communities where they work and deliver technical interventions directly to beneficiaries living in areas that lack local professionals. The impact studies are one way the Peace Corps measures the effect of its Volunteers. In particular, these studies document the HCN perspective on the work of Peace Corps Volunteers.

The Romanian findings indicate variations in the successful implementation of the CED, ID, and ENV Projects by Peace Corps/Romania (PC/R). Across all respondents, the most frequently mentioned improvements were related to better business practices and expansions of products/programs/productivity. The data also demonstrated that organizational capacity improved through the CED and ENV Projects and, according to a majority of respondents, those improvements were sustained. Project counterparts and beneficiaries were satisfied with the work of the Peace Corps and the Peace Corps Volunteers. Most respondents reported continuing to use the skills learned through the projects at least weekly. Project success was attributed to the hands-on work of the Volunteer.

Regarding Peace Corps' Goal 2, a majority of counterparts and beneficiaries who interacted with Volunteers reported more positive opinions of Americans. Although, only a third of host family member reported better opinions of Americans after living with Volunteers, almost all of them reported that, by the end of their hosting period, they thought of the Volunteer as a member of their family.

The study's findings were generally positive, but several areas were identified for further study. Related to Peace Corps' Goal 1, the findings show that organizational-level outcomes of the ID Project were largely unmet and, more generally, that project sustainability was hampered by a scarcity of people with the needed skills and training. Related to Goal 2, although social contact is one of the ways that Volunteers increase HCNs' understanding of Americans, a significant number of HCNs reported having no social contact with PCVs.

The Peace Corps will continue its efforts to assess its impact and use these findings to improve operations and programming.

APPENDIX 1: METHODOLOGY

How Were the Volunteer Assignments and Interview Respondents Selected?

In Romania, the team conducted interviews at 19 Volunteer placements across three NGO strengthening projects (CED, ID, and ENV). A representative sample rather than a random sample of posts was taken from the list of Volunteer assignments since 2004. Sites that were extremely remote or difficult to reach were excluded. Study sites were randomly selected from the remaining list. Individual respondents were then selected in one of three ways.

1. In many sites, only one counterpart had worked with a Volunteer. In those cases, once the site was selected, so was the counterpart.
2. With regard to the selection of beneficiaries and host family members and in cases where more than one possible counterpart was available, post staff and/or the Volunteer proposed individuals known to have had significant involvement in the project or with the Volunteer. Within a host family, the person with the most experience with the Volunteer was asked for an interview.
3. In cases where there were still multiple possible respondents, the research team randomly selected the respondents.

How Were Data Collected?

The research questions and interview protocols were designed by OSIRP staff and refined through consultations with the country directors and regional staff at the Peace Corps.

A team of local interviewers, trained and supervised by a host country senior researcher contracted in-country, undertook all the interviews. The interviewers conducted face-to-face structured interviews with the following categories of Romanian nationals:

- **Project partners/counterparts:** School directors and teachers, community leaders, and members of environmental organizations
- **Project beneficiaries:** NGO employees, School Directors and teachers, civil servants, community leaders and members, members of youth groups, farmers, and members of environmental organizations
- **Host family members:** families that hosted or served as landlords to Volunteers during all or part of their service
- **Project Stakeholders:** Staff or administrators of national (governmental) agencies

APPENDIX 1: METHODOLOGY

Interviewers used written protocols specific to each category of respondent. At the end of each interview, interviewers completed a post-interview assessment to record their perceptions of the respondent's answers and note non-verbal cues.

The research teams also reviewed existing performance data routinely reported by posts in the Project Status Reports, as well as the results of the Peace Corps' Biennial Volunteer Surveys and Close-of-Service Surveys⁸. The results presented in this report; however, are almost exclusively based on the interview data collected through this study.

Eighty-six individuals were interviewed in Romania (Table 5).

Table 5: Description of Study Participants

Interview Type	Number of People	Number of Sites
Counterparts	20	19
Beneficiaries	58	19
Host Family Members	6	6
Stakeholders	2	-
Total	86	-

What Data Were Collected?

Interviewers used written protocols specific to each category of respondent. The counterparts and beneficiaries were asked questions related to both Goal 1 and Goal 2. Host family members were asked only questions related to Goal 2. The categories covered for each of the three groups are shown below (Table 6). Stakeholder interview questions were a subset of the counterpart questions and were focused largely on Goal 1.

Table 6: Summary of Interview Questions by Respondent Type

Respondent Type	Question Categories	Approximate Length of interview
Counterpart	Goal 1 1. Clarification of the project purpose 2. Respondent's work history in the field and with the Peace Corps 3. Frequency of contact with the Volunteer 4. Project orientation	45 minutes

⁸Peace Corps surveyed Volunteers periodically from 1973 to 2002 when a biennial survey was instituted. The survey became an annual survey in 2009 to meet agency reporting requirements. The COS survey was discontinued in 2009.

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Respondent Type	Question Categories	Approximate Length of interview
	5. Project outcomes and satisfaction with the project 6. Community and individual-level changes 7. Maintenance of project outcomes Goal 2 1. Source of information and opinion of Americans prior to the Peace Corps work 2. Type of information learned about Americans from interaction with the Volunteer 3. Opinion of Americans after interaction with the Volunteer 4. Particular things that Volunteers did that helped improve respondent's understanding of Americans	
Beneficiary	Goal 1 1. Clarification of the project purpose 2. Frequency of contact with the Volunteer 3. Project outcomes and satisfaction with the project 4. Community and individual-level changes 5. Maintenance of project outcomes Goal 2 1. Source of information and opinion of Americans prior to the Peace Corps work 2. Type of information learned about Americans from interaction with the Volunteer 3. Opinion of Americans after interaction with the Volunteer 4. Particular things that Volunteers did that helped improve respondent's understanding of Americans	30 minutes
Host Family Member	Goal 2 1. Source of information and opinion of Americans prior to the Peace Corps work 2. Type of information learned about Americans from interaction with the Volunteer 3. Opinion of Americans after interaction with the Volunteer 4. Particular things that Volunteers did that helped improve respondent's understanding of Americans 5. Behavioral changes based on knowing the Volunteer	30 minutes